

Standard Reporting Template

NHS England (Wessex)
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: BURGESS ROAD SURGERY

Practice Code: J 82001

Signed on behalf of practice:

Date:

Signed on behalf of PPG:

Date:

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES
Method of engagement with PPG: Face to face, Email, Other (please specify) ONLINE/EMAIL
Number of members of PPG: 57

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	52	47
PRG	29	71

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	19.3	22.5	19.8	12.7	9.8	7.1	4.7	4.1
PRG	6	20.5	22.4	22.5	9.8	8.3	6	4.5

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	54	0.5	n/a	0	0.2	0.2	0.4	0
PRG	77.5	0	n/a	0	2.5	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	8.8	4.3	0.1	4.3	0	3.9	0.2	0	0	22
PRG	7.5	2.5	0	1	0	6.5	2.5	0	0	0

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

Further work being undertaken to engage the younger population. Significant increase year on year for engagement with 6% of the PPG now being under 16, last year was zero. Patients signed up through in house advertising, on the surgery website and via system 1 online booking facility.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? **YES**

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

High student demographic = 20% of practice population as of 01.01.15. this is a reduction in previous years where c35% of population has been students. This group is fairly represented within the PPG with 20.5% of the group being aged 17-24

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

Online survey via survey monkey initially 29th May 2014 & again in November 2014



Adobe Acrobat
Document

How frequently were these reviewed with the PRG?

Bi Annually.

Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Increase online appointment booking</p>
<p>What actions were taken to address the priority?</p> <p>Development with in house clinical supplier to add nursing and phlebotomy appointments to the current GP online appointment booking facility. This is being trialled from April 2015 with eventual roll out in August 2015.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This will enable patients to book routine nursing appointments for specific treatment areas through the online appointment booking process. Phlebotomy appointments will also be able to be booked. TPP are developing a tool whereby the surgery can select which clinics to open up for online appointments. Currently only clinic types can be selected. Once this has been resolved, we will open up routine nursing appointments for online booking, excluding chronic disease management annual reviews which will still be booked via the reception team and patient directly. This will be publicised via our practice leaflet as well as I house and on the website.</p>

Priority area 2

Description of priority area:

Install internal automatic doors

What actions were taken to address the priority?

Funding via a premises grant has been applied for on 20.01.2015 for 66% of the cost of the internal automatic doors. The cost of the doors will be c £5000 which can only be achieved if the grant is successful. Decision on the funding in April 2015. The surgery will cover the remaining 34%.

Result of actions and impact on patients and carers (including how publicised):

Currently only the external auto doors are automated which creates issues for patients on wheelchairs and with pushchairs as you need to pull/push the internal door. The proposal is to amend the existing doors to be either push/pull and push button activated.

Priority area 3

Description of priority area:

Install credit/debit card facility for private fees payments

What actions were taken to address the priority?

Negotiations with Lloyds bank have concluded and we are currently in the process of comparing the cost of this against an outside supplier of broadband/wifi based credit facilities much like you get in restaurants. When complete we can compare the cost v the financial benefit to see if it is financially viable for the surgery.

Result of actions and impact on patients and carers (including how publicised):

This will enable patients to use their credit/debit cards to pay for private fees (reports, vaccinations, medicals) without the need for cash or cheque

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

We now have a younger demographic within our PPG based on previous years which has been an aim throughout the PPG process. 6% of our PPG is now under 16.

We have achieved all of the priority areas that the PPG have suggested since the PPG began in 2011.

	Priority identified	Action taken by practice
2011-12	new patient call system to Replace the old tannoy system	Jayex call board Installed October 2011
2012-2013	Change to patient toilets	Complete patient toilet refresh and rebuild Inc installation of disabled facilities September 2012.
	Automate external doors	completed august 2012
2013-2014	Online appointment booking for GP appointments	All GP appointments including locum appointments bookable as of 1st October 2013
	Booking GP appointments more Than 30 days in advance	can book up to 3m in advance as of January 2014

3. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **09.03.2015**

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

Has the practice received patient and carer feedback from a variety of sources?

Was the PPG involved in the agreement of priority areas and the resulting action plan?

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Do you have any other comments about the PPG or practice in relation to this area of work?