Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team

2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Name: Hill Barton Surgery

Practice Code: L83143

Signed on behalf of practice: *Dr C. Lascelles* Date: 23 03 16

Signed on behalf of PPG: *Mrs FC*  Date: 24 03 16

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify)  face to face, email and practice questionnaire | |
| Number of members of PPG: 18 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49% | 51% | | PRG | 44% | 58% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 21% | 8% | 13% | 15% | 15% | 20% | 8% | 5% | | PRG | 0% | 0% | 0% | 2% | 38% | 16% | 33% | 11% | |
| 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 | 92% | 0.3% | 0% | 4.4% | 0.1% | 0.1% | 0.4% | 0.2% | | PRG | 78.5% |  |  | 16% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 1.3% | 0% | 0.2% | 0.5% |  | 0.6% | 0.5% | 0.1% | 0% | 0% | | PRG |  |  |  |  |  | 5.5% |  |  |  |  | | |
| 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:  **The existence of the PPG is displayed on Hill Barton practice website and on posters in the waiting room. Patients are invited to become involved with the PPG by these means and to give feedback in the surgery on the available feedback forms or directly on to the Hill Barton website.** | |
| 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/NO  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  **NO** | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Friends and family feedback.  Questionnaire in waiting room.  Feedback on website. |
| How frequently were these reviewed with the PRG?  At each meeting. |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  The PPG discussed the future running of the group and the need to improve feedback and communication between the PPG and the practice. Several issues were discussed as documented in the minutes of the meeting publicised on Hill Barton website. |
| What actions were taken to address the priority?  The PPG minutes were uploaded on to the practice website. Posters were to be put up in the surgery advising patients of the existence of the PPG. |
| Result of actions and impact on patients and carers (including how publicised):  Publicised on the practice website and in the waiting room. Better information sharing to patients by different methods so as to be as inclusive as possible to all patient groups. |

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| Priority area 2 |
| Description of priority area:  Communication regarding the existence of the NHS website. |
| What actions were taken to address the priority?  Poster in waiting room regarding the NHS website as being a useful source of information for advice on medical matters for patients. |
| Result of actions and impact on patients and carers (including how publicised):  Better information to patients on advice for common medical health problems. |

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| Priority area 3 |
| Description of priority area:  Informing the PPG and practice members of the existence of online booking of appointments and requesting prescriptions. |
| What actions were taken to address the priority?  The availability of online booking for appointments and of requesting prescriptions online was to be put on a poster in the waiting room at Hill Barton surgery. |
| Result of actions and impact on patients and carers (including how publicised):  This would improve knowledge of new methods of booking appointments and requesting prescriptions to be as inclusive as possible to all practice patients.  Priority Area No. 4 – Online prescribing  Actions taken to address this priority information was publicised on the website regarding the last CFEP survey results of the additional 6 questions and the results of actions and impact on patients and carers were publicised on the website and posters in the waiting room giving information on online prescribing services was added. |

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):

**Further to previous practice CFEP survey results the PPG have looked at areas in which the survey results scored well and areas in which some improvement could be made. During the time that the PPG has been running there has been improvement in opening hours satisfaction and telephone access and ability to see practitioner of choice. There has been more awareness of the existence of the PPG and more ability for patient’s to give feedback about the input and running of the Hill Barton surgery.**

**There have been improvements in satisfaction with respect shown and the satisfaction with visits and consideration and concern for patients.**

**The recent CQC visit was discussed at the PPG and PPG members informed that the CQC inspection was very successful.**

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 24 03 16 |
| How has the practice engaged with the PPG:  The PPG is welcome to any additional new members across all groups of the practice population and will continue to advertise its existence and publicise its findings on the patient website and in the waiting room and continue to review the practice performances through survey findings by means of feedback methods mentioned above.  It was agreed with the PPG that this would continue and that it would aim to provide feedback for continual improvement of Hill Barton surgery. |