

Annex D: Standard Reporting Template

Thames Valley Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr Chau & Partners

Practice Code: K81080

Signed on behalf of practice: Susan Vickers

Date: 20 March 2015

Signed on behalf of PPG: Andy Wells-King

Date: 20 March 2015

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

Does the Practice have a PPG? Yes. The practice has had a PPG established since February 2010. In addition, the PPG has developed a virtual Patient Reference Group, which is an email community they consult on a regular basis but which does not have regular face to face meetings. The purpose of this PRG is to obtain feedback from a cross section of the practice population which is as representative as possible.

Method of engagement with PPG: Regular 8 weekly formal meetings, ad hoc face to face, email, post, telephone

Number of members of PPG: 8

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50%	50%
PRG	20%	80%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	20%	7%	9%	14%	17%	12%	11%	8%
PRG	-	-	-	-	12%	37%	50%	-

Detail the ethnic background of your practice population and PRG: Stats not currently available for Practice and will follow.

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	See above note							
PRG	100%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG										

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 surgery and PPG actively work together to encourage patients to consider joining the PPG or joining the Patient Reference Group as a virtual member. Evidence to support this includes various communication methods to ensure inclusivity, including:

- Articles in both Practice and PPG newsletters (paper and online) outlining the purpose of the group and explaining that it needs

to be representative of the practice population

- Expression of Interest forms and PPG Notice Board in surgery waiting room & reception
- PPG members sitting in the waiting room talking to patients
- PPG members approaching individual patients during the Saturday flu jab sessions giving information about the group roles and encouraging involvement
- Article on our NHS Choices website page and Facebook page
- Advertisement in the local village information booklet 'The Crowthorne Eye'
- Information is included in our Practice Information Pack for new registrations

In February 2010, the first Exploratory PPG meeting was held. At its inception, details of age mix and ethnicity were more equally divided than currently. However, within the first year, the three younger male members of the group all had to resign from the PPG due to work issues. The practice and PPG continue to seek to attract younger members to the group but do struggle to maintain a balanced membership which is representational of the younger population. Current members of the PPG all agree that it is more important to have regular, long term and committed members. The Patient Reference Group does, however, include a wider representation of the practice population.

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?

The practice has a large elderly population with associated mid to high prevalence levels of chronic diseases.

Throughout the past year, membership of the PPG has changed but during this time it has remained fairly representational of these characteristics of the practice population.

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2. Review of patient feedback

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

In March 2014, the surgery developed a survey in conjunction with the PPG which was emailed to the Patient Reference Group and paper copies of the survey were also available to patients in the surgery.

In June 2014, the surgery developed a questionnaire in conjunction with the Wokingham Area Patients' Group Forum and Wokingham Clinical Commissioning Group.

In December 2014, the surgery implemented the new NHS England Friends & Family Test, both online and via paper format.

In addition, we review feedback via NHS Choices and I Want Great Care and individual approaches by patients to members of the PPG.

The results of the above surveys formed a basis for our PPG's Action Plan 2014.

How frequently were these reviewed with the PRG?

Patient feedback, whether via the above surveys, or when received (regardless of format) is routinely discussed at all formal PPG meetings. Meetings during the year have been held on:

24 Jan '14

7 March '14

25 April '14

27 June '14

19 Sept '14

28 Nov '14

27 Feb '15

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 589 421">Description of priority area:</p> <p data-bbox="203 464 1142 496">Access – Patients were unaware of extended hours opening times</p>
<p data-bbox="203 612 889 644">What actions were taken to address the priority?</p> <p data-bbox="203 687 2045 756">We have ensured that we publicise extended hours in our surgery leaflet, on NHS Choices website, in various newsletters that the surgery and PPG produce throughout the year, local pharmacies and on our Facebook page.</p>
<p data-bbox="203 948 1312 979">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1023 1977 1123">The result of the actions taken above have created more awareness of the surgery's extended hours, although it is a constant challenge to reach all patients and we continue to discuss this issue at PPG meetings to find new ways to reach patients and carers.</p>

Priority area 2

Description of priority area:

Poor response to practice survey.

What actions were taken to address the priority?

We were disappointed with the low response rate (10.9%) and have since worked hard with the PPG and an improved plan has been developed. One possible reason for the low response rate is that, according to other feedback methods, patients generally are very pleased with the high level of healthcare services that are provided at the surgery.

However, we would aim to receive a higher response rate in the future to help gauge the thoughts of our patient population.

- We have introduced a paragraph in the Registration pack informing new patients that we survey patients via email.
- We have had discussions with our clinical system supplier to ensure we capture all possible patients.

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

We have since seen an increase in our Patient Reference Group from 50 patients to 230+ patients as we have informed patients that their opinion counts.

Priority area 3

Description of priority area:

No third priority area was required, following positive feedback from surveys. We continually try to improve to achieve excellent patient care. Following the recent Friends & Family Test feedback, we are currently in the process of installing new automatic doors to the surgery and making improvements to the car park. These improvements are being fed back to the patients.

What actions were taken to address the priority?

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

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):

Please find below the Annual Report June 2014, written by the Chairman of the PPG. The PPG will be holding its next AGM in May 2015.

As this is our first proper AGM, I feel it best to give a short resume of what we, as a PPG (Patient Participation Group), have achieved since our inception.

We were formed in February 2010, and our aims have always been to make dealing with, or visiting the surgery, a better experience for the patient.

The practice has around 6,500 patients; and at present our group has 6 patient members plus the Practice Manager; and our PRG (Patient Reference Group) is at present around 200, but we are still actively building.

We do not fundraise as such, but we have received donations, and we raise money from the sale of second hand books at the surgery and from our monthly walks. We have used this money to buy chairs for the waiting room that are easier to get up from; a baby changing area; and a wheelchair (donated by a patient) so carers bringing people to the surgery don't have to unload and load one from their own car. We also donate money to an agreed Charity. We have just donated in excess of £1,000 to Naomi House and agreed that our current charity should be Hearing Dogs for Deaf People. Because of the amount of money that builds up, it was decided at an earlier meeting to start our own Bank Account.

We were instrumental in bringing about changes to the appointment system so that patients can book in advance to see a doctor of their choice; we help at the flu clinics; hold a Christmas party for those who are older and on their own; and as mentioned before, we have a monthly Walk for Health, although this is more of a social get together.

We have also carried out questionnaires/surveys to get people's views on a variety of topics, purely relating to our own practice. However, since the inception of CCG's (Clinical Commissioning Groups) to replace PCTs (Primary Care Trusts), we have become involved, via a Forum, in exchanging views with other PPGs as well as the WCCG (Wokingham Clinical Commissioning Group). This has meant having input into the Questionnaires raised on behalf of the WCCG, and sending it out to our PRG, thus giving the WCCG access to our patients' views. It has to be said, that as regards our own practice, the majority of patients are happy with the service they receive.

Andy Wells-King
Chairman of the PPG

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20 March 2015

How has the practice engaged with the PPG:

The PPG have formal meetings at the surgery every 2 months and the Practice Manager has attended every meeting to ensure that the Practice and PPG have strong links with each other.

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

The practice has tried to include representation from all areas of the Practice population. We have forged links with the local care homes and pharmacies as well as local carers organisations. For the past 5 years we have included a noticeboard in our waiting room specifically aimed to provide support for local adult and young carers.

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

The practice has carried out patient surveys, the Friends & Family Test, advertised on NHS Choices website and Facebook page, on I Want Great Care website, in the waiting area and in Newsletters requesting feedback

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

Yes, the PPG were heavily 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?

We have reached a wider population of patients to raise awareness of our extended hours, thus providing the best possible patient

care and through regular newsletters and a PPG Noticeboard in the waiting area, we continue to help raise awareness of the purpose of our PPG and the work that is achieved.

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

Our PPG members are, in general, long serving members and have therefore established an excellent working relationship with surgery staff and has helped create a common goal to help, support and inform the surgery's patient population.