Annex C: Standard Reporting Template

**Essex Area Team**

**2014/15 Patient Participation Enhanced Service – Reporting Template**

Practice Name: William Fisher Medical Centre

Practice Code: F81130

Practice website address: www.williamfishermedicalcentre.nhs.uk

Signed on behalf of practice: D. Morley Date: 17.3.15

Signed on behalf of PPG: P. Davies (PPG Chairman) Date: 17.3.15

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

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| Does the Practice have a PPG? YES / NO YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) face to face meetings, dedicated notice board and e-mail. | |
| Number of members of PPG: 190 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49.7 | 50.3 | | PRG | 32.6 | 67.4 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 17.5 | 10.5 | 9.6 | 11.9 | 16.3 | 12.8 | 12.6 | 8.8 | | PRG | 0 | 6.3 | 10 | 12.2 | 21.2 | 17 | 28.6 | 4.2 | |
| 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 |  |  |  |  |  |  |  |  | | PRG | 186 |  |  | 3 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice |  |  |  |  |  |  |  |  |  |  | | PRG |  |  |  |  |  | 1 |  |  |  |  | | |
| 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:  In order that the PPG is as representative as possible of our practice population we have ‘targeted’ patients groups that are underrepresented, specifically patients in the younger age group.  We have done this by asking patients that are already members to recommend joining to their peers. This has resulted in the numbers in the two youngest age bands (17-24 & 25-34) to now closely represent the practice population. By this route we have also managed to recruit two under 25’s to the PPG committee.  The PPG committee also run a’ PPG awareness’ week where they have a stand in the reception area and encourage patients to join, again seeking out those patients from groups that are underrepresented.  The PPG Committee use the demographics data analysis available through our websites analytical sortware to identify groups underrepresented | |
| 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:  Comments fed back by staff and doctors  FOI requests from East of England Ambulance Service  Feedback from or Virtual Patient Participation group  E mail comments from virtual members  Feedback from surgery website  Friends and Family test comments |
| How frequently were these reviewed with the PRG?  The Action Plan that was agreed last year for this year was discussed and reviewed at various meeting throughout the year. Any patient feedback was part of this discussion:  14th May 2014 – Action plan discussed  25th Jun 2014 – FOI request from East of England Ambulance Service discussed  24th Sep 2014 – Representatives from EEAS attended meeting  21st Jan 2015 – Action plan for coming year discussed |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Concerns around Ambulance response times for patients living in the Dengie area |
| What actions were taken to address the priority?  PPG wrote to the Ambulance Service asking for updates on response times following on from the promises made last year to improve the service. The figures showed a further decline in the response times.  PPG Chairman had a meeting with our local MP John Whittingdale  Following further discussions it was agreed that there would be an outpost ambulance placed in the Dengie area. Following this agreement, a meeting was arranged with representatives of the Ambulance Service to explain the new initiatives.  This is still ongoing and the situation is being monitored |
| Result of actions and impact on patients and carers (including how publicised):  Despite assurances that the service would improve it did in fact get worse. However, since the latest initiative response times do appear to be improving and will continue to be monitored.  The PPG has agreed to carry over this action point to next year  Overall this can only mean an improvement to the health and wellbeing of all patients in the Dengie area. |

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| Priority area 2 |
| Description of priority area:  Patients with long term health conditions had not been given or did not have access to written information about how best to manage their conditions |
| What actions were taken to address the priority?  All clinical staff have access to DXT, a patient information leaflet system and can access it during consultations to print out for the patients.  Staff were made aware that patients should be given this information where appropriate during their consultation. |
| Result of actions and impact on patients and carers (including how publicised):  Patients have better access to information that they can refer back to when they leave the surgery |

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| Priority area 3 |
| Description of priority area:  Availability of appointments outside surgery core hours |
| What actions were taken to address the priority?  The surgery currently has a late night surgery on Wednesday evenings. It was felt that many patient were not aware of this. The surgery website was amended to make this clearer and posters put up in the patient waiting area.  The surgery looked at providing other surgeries outside of core however; due to funding issues these changes have not been possible. However, the surgery is still exploring all possible avenues to facilitate this |
| Result of actions and impact on patients and carers (including how publicised):  Patients more aware of current late night surgeries |

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 see attached embedded documents outlining the previous year’s action plans and their outcomes

  

Please see attached the PPG report for this year



All action plans, updates and practice reports can be found on the practice website under the ‘SURVEY REPORT’ tab

1. PPG Sign Off

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| Report signed off by PPG: ~~YES~~/NO  Date of sign off: Due to be signed off at next meeting scheduled for 8th April 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?  The PPG holds regular meeting at the surgery at which the practice manager and a GP attend. The PPG chairman is also in close contact with the practice manager in order that there should be good communication between the group and the surgery.  In order that the PPG is as representative as possible of our practice population we have ‘targeted’ patients groups that are underrepresented, specifically patients in the younger age group. We have done this by asking patients that are already members to recommend joining to their peers. This has resulted in the numbers in the two youngest age bands (17-24 & 25-34) to now closely represent the practice population. By this route we have also managed to recruit two under 25’s to the PPG committee.  The PPG committee also run a’ PPG awareness’ week where they have a stand in the reception area and encourage patients to join, again seeking out those patients from groups that are underrepresented.  The PPG Committee use the demographics data analysis available through our websites analytical sortware to identify groups underrepresented  The Action plans for previous years and their updates, and the Action plan for this year, has been discussed at various meeting throughout the year. This years Action plan had been has been discussed and agreed in principle and is due for its formal acceptance at the next meeting scheduled for Wednesday 8th April 2015. All areas of priority which have been identified have come from the PPG.  The PPG has received feedback from a number of sources including:  Comments fed back by staff and doctors  FOI requests from East of England Ambulance Service  Feedback from or Virtual Patient Participation group  E mail comments from virtual members  Feedback from surgery website  Friends and Family test comments  The matron of our largest care home is also in the PPG committee ensuring that our care homes patients views are heard  Over the years there have been a number of changes implemented directly as a result of the Action Plans that have been agreed by the PPG. These changes have included:  Redecoration of the patient waiting area, improving the patient’s surroundings  Trial of lunch time appointments  Better signage informing patient of the late night surgery  The reimplementation of an Ambulance on the Dengie following its withdrawal – better outcomes for emergency patients due to shorter waits for ambulances  The ambulance reimplementation is still an ongoing issue as the PPG continue to push for a better service. |