

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: THE MANOR SURGERY

Practice Code: C84080

Signed on behalf of practice: J. Woods

Date: 23.3.2015

Signed on behalf of PPG: M. Wallwork

Date: 23.3.2015

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) The PPG meets bi-monthly but between those times we communicate regularly by email and telephone.
Number of members of PPG: 12

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PPG	42%	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	17.7	9.6	16.2	13.1	14.6	10.6	9.7	8.5
PPG	0	0	0	0	25.0	9.0	33.0	33.0

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	99.91%				0.005%	0.022%	0	0
PPG	100%	0	0	0	0	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	0.023%	0	0	0.020%	0	0	0	0	0.020%	0
PPG	0	0	0	0	0	0	0	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:

The dominance of one ethnic profile in the practice is reflected in the profile of the representatives. There are currently no other large ethnic groups within the practice. A local college has an arrangement with a university in south east Asia and for a proportion of the year some students are registered. Similarly some Arabic students register with the practice whilst they are attending Nottingham University as we have doctors who speak Mandarin, Cantonese and Arabic, however these are

very small numbers. Two members of the PPG are registered disabled and two are carers. The group understand the need to attract younger members and in the past year one of our members has designed a leaflet about the PPG which the practice has had professionally printed for distribution both in the surgery and with any correspondence (e.g. re-call letters) sent out to patients. Our PPG also produce the practice newsletter at regular intervals and as well as healthcare articles and information about the practice there is a standing article to try and attract new membership. Our meetings are held in the evening to enable people who work in the day to attend.

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?

There are no specific groups.

2. Review of patient feedback

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

- *Suggestions placed in the patients' feedback box*
- *Comments placed on the NHS choices website*
- *Friends and Family Test results*
- *Mystery Shopper - some members of the PPG were involved in telephoning practices to ascertain appointment availability, friendliness and helpfulness of receptionists, time taken to answer the telephone*
- *MORI pole*
- *Patient Survey – PPG members from all practices were involved in the design of a patient questionnaire which would be conducted practice wide. The survey was carried out for 2 weeks during February and is currently being analysed by members of the CCG. Unfortunately the analysis of the results is unlikely to be completed by the publication of this report. Once received results will be discussed with the PPG and displayed in the surgery and on the website.*

How frequently were these reviewed with the PRG?

- Suggestion box feedback – at the next PPG meeting following receipt
- Comments placed on NHS choices website – at the meeting following publication of the comment
- Friends and Family Test – as a very new item this has only been discussed twice, but will become a standing order item on the bi-monthly meeting agenda.
- Mystery Shopper – this exercise has been carried out twice (for the 2nd and 3rd quarter of the year) with a third round due to take place imminently. Results have been discussed at the next meeting post publication of the results.
- MORI pole – discussed when results published
- Patient Survey – as above. Practices have not yet received the completed analysis from the CCG. Hopefully this will be received in time for our April meeting.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Communication to patients

What actions were taken to address the priority?

The practice currently communicates to patients via the practice website, noticeboards, and newsletter with limited success.

It was agreed that an alternative method to capture the attention of patients could be to purchase a flat screen smart TV to be wall mounted in the waiting room. This could be used provide patients with all the information that is currently provided on the overcrowded and under read noticeboards and also include more health promotion videos/information. The practice would have control over the quality and timeliness of information. We can use the TV to publish both local and national health information.

Result of actions and impact on patients and carers:

Since the TV has only been operational for the past few months it is difficult to quantify the impact on patients. Hopefully over the coming year as more information is added we will be able to ascertain the impact.

There has been very positive feedback from patients regarding the usefulness of information and an additional slide has been recently added to ask patients to feedback what sort of information they would find useful.

How were these actions publicised?

The addition of a TV information system has promoted itself. We have however made reference to the reasoning behind this additional information source in our Newsletter.

Priority area 2

Description of priority area:

Publish the work of PPGs and hopefully increase more inclusive membership

What actions were taken to address the priority?

Our PPG members who attend the CCG (clinical commissioning group) PRG (patient representative group) on our behalf have recounted several conversations held with PPG members from other practices regarding the difficulty in recruiting additional PPG members.

PPGs from two other local surgeries – The Oaks Medical Centre and The Abbey Medical Practice were contacted to ascertain if they would like to work collaboratively to maximise the impact of publicising the purpose of PPGs.

The PPGs contacted were happy to participate and an initial meeting was arranged between representatives from each of the three practices and the editor of a local community newspaper – The Beeston Express.

Result of actions and impact on patients and carers:

After interviewing members from each PPG an article has been published in the Beeston Express and to date the Manor Surgery have received three enquiries about the date of the next meeting so we are hopeful of potential increased membership.

How were these actions publicised?

In the local community newspaper – The Beeston Express.

Priority area 3

Description of priority area:

Health Education

What actions were taken to address the priority?

Whilst the care, information and support provided by members of the practice team to patients with long term conditions is recognised as being paramount to continued good care, members of the PPG thought it would be a good idea to try and provide some additional information about specific conditions.

Two of our members have arranged a patient information evening about Dementia.

The meeting has been arranged for the evening of 8th April 2015 with a speaker from the Alzheimer's Society (Alyson Pitt), specifically around becoming a dementia 'friend'. The presentation is fully supported by the practice who are playing an active role in advertising it.

Result of actions and impact on patients and carers:

As detailed the information evening has been arranged for 8th April. Patients who attend the information evening will be asked to complete a feedback form.

How were these actions publicised?

Information on TV screen, invites to the information evenings at reception desk, invites attached to repeat prescriptions, poster on website. PPG members who belong to other local groups have publicised it there.

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):

Actions for 2014:

1. Improvement to public areas: Completed.

Waiting room re-decorated, re-furbishment to 3 clinical rooms

2. Information regarding individual working patterns of GPs and reminder re options regarding booking of appointments Completed.

Table showing GP availability in waiting room and as item in The practice newsletter together with appt booking information

3. Car parking

Limited availability to park. Issue exacerbated by tram works in the Beeston area and removal of on street parking by the local authority. Completed.

Open letter to patients explaining that the practice is unable to Extend the car park

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 23.3.2015

How has the practice engaged with the PPG:

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

By investigating different methods of publicity to reach out to different patient group. PPG noticeboard, investment in a PPG flier. Frequent practice newsletters. Members of the PPG engaging with other patients.

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

Yes,

Patient surveys, Friends & Family Test, Suggestions box, direct communication with patients, NHS choices

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

Yes

Regular discussion at bi-monthly meetings regarding possible improvements to practice, increased benefits to patients etc.

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

The TV information service has certainly been able to give patients up to date information about services offered in the practice which will benefit patients with long term conditions and help with preventative care.

As some of the actions are only in their infancy it is difficult to measure an improvement. It is believed that more health information can only benefit patient care and as such the Dementia information evening will enable carers and friends of patients with dementia to gain a better understanding of this debilitating condition and to access further help and support.

PPGs will play an important role in the development of the future NHS and it is important to develop and strengthen that voice. The Manor Surgery and its PPG are fully committed to engaging with CCGs and NHS England and will undertake any means possible to engage with the practice population and locality. The advertisements of the work of PPGs in a community paper is the first step in motivating the public in the Beeston/Chilwell area to aware that they can influence local NHS (and ultimately national) policy. It is acknowledged that in common with practices nationally, it is difficult to garner the support of younger age groups and that this will be an on-going challenge. I understand that since reading the article some patients have enquired about attending the next meeting.

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

The Manor Surgery PPG has been established since 2007. From a small beginning the membership has grown and it is committed to supporting the practice as a 'critical friend'. Staff at the surgery are engaged and appreciative of the work of the PPG and there is open communication. The Practice Manager and a GP or Practice Nurses attend each PPG meeting and offer support and information where appropriate.

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenottinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenottinghamshire-gpnotts@nhs.net