

### Church Hill Surgery 2014/15 Patient Participation Enhanced Service Reporting Template

<b>Practice Name: Church Hill Surgery</b>	
<b>Practice Code: D82046</b>	
<b>Signed on behalf of practice:</b>	<b>Debbie Wade Practice Manager</b>  <b>Date:</b> <span style="font-size: 1.2em;">24/3/15</span>
<b>Signed on behalf of PPG/PRG:</b>	<b>Robert Smith Chairman</b>  <b>Date:</b>
<b>Prerequisite of Enhanced Service Develop/Maintain a Patient Participation Group (PPG)</b>	
<b>Does the Practice have a PPG ? YES/NO</b>	<p>Yes</p> <p>Church Hill Surgery, Pulham Market has had a patient Participation Group since 2011.</p> <p>To provide information to patients about services offered at the Practice. To give the best possible representation to patients and to obtain feedback from patients about the premises medical aspects and services offered, premises and staff.</p> <p>Organising PPG newsletter and any relevant leaflets etc.</p> <p>Establish open meetings.</p>
<b>Method of engagement with PPG: Face to face, Email, Other (please specify)</b>	<p>Face to Face</p> <p>Regular PPG meetings are held on a quarterly basis with members of the PPG. Separate meetings can be held to discuss requirements of the PPG service. Findings from the annual patient survey, implementing action plans and measuring outcomes form part of the PPG role.</p> <p>The idea is that there will an agreed amount of open meetings per year and speakers who have interesting topics related to the NHS.</p> <p>Email – contact with members of the PPG can be via email and telephone giving members the chance to communicate effectively, for meetings topics and any changes.</p>
<b>Number of members of PPG:</b>	Patients are members of the PPG who are a committee of 8. Representation from the Practice is also present with secretary, Practice Manager, Nurse Practitioner and a doctor.

**Detail the gender mix of practice population and PPG:**

%	Male	Female
Practice	(50%) 2060	(50%) 2060
PPG	4	4

**Detail of age mix of practice population and PPG:**

%	<16	17-24	23-34	35-44	45-54	55-64	65-74	>75
Practice	15.9% 657	7.4% 305	7.3% 302	11.4% 474	15.1% 626	15% 622	16.2% 670	11.7% 464
PPG	0	0	0	1	0	1	4	2

**Detail the ethnic background of your practice population and PPG:**

	White				Mixed/multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other White	White & Black Caribbean	White & Black African	White & Asian	Other Mixed
Practice	4070 (98.9%)	5 (0.1%)	Not recorded	22 (0.5%)	8 (0.2%)	4 (0.1%)	8 (0.2%)	0
PPG	8							

	Asian/Asian British				Black/African/Caribbean/Black British			Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	1	0	0	2	0	0	0	0	0	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 Practice Participation Group was set up in 2011. A meeting was held to discuss the purpose and scope of having a PPG and a group was formed. A chairman was elected by the group. It is hoped that in order for the best possible representation of patient opinion, and views to the PRG that more face to

face meetings can be arranged to continue to get the best patient views and feedback. To try and capture representation of the Practice population in terms of gender, age ethnic background - advertising, practice website, posters waiting room and notice boards and dispensary service have been used.

The patient waiting room has an information screen which we have also included about the PPG.

We have included on the PRG survey again information on the Patient Participation Group encouraging new members with details of how you can become a member.

There are quarterly meeting held on an annual basis covering a variety of topics in line with the PPG.

The Patient Participation Group has its own notice board situated in the patient waiting area which has dates of next meeting and the Chairman's contact information.

Any other information about the Patient Participation Group is available by contacting the secretary by telephone or email.

**Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? E.g. large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT (Lesbian Gay Bisexual Transgender) community? YES/NO**

No

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

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

**Suggestion Box**

Any suggestions received are raised and discussed and decided upon.

Patient feedback and comments through members of the PPG are addressed at meetings.

**PPG Surveys**

The findings are analysed and discussed, an ongoing action plan is managed and maintained, we measure the action plan regularly.

**Feedback from PPG committee**

Dispensary services are valuable to patients along with a privacy area to discuss things with staff. Building work has started on an extension to the back of the building to increase the floor plan of the dispensary, and a small office is being put in so that staff can see patients privately.

**How frequently were these reviewed with the PPG?**

Regular PPG meetings are held 4 times a year.

**Action plan priority areas and implementation**

**Priority area 1**

**To advertise services and clinics offered at the surgery to improve communication. Making patients aware of how they can access services.**

**What actions were taken to address the priority?**

A list of all services and Clinics to be circulated and advertised in the practice quarterly newsletter, Practice Website and on the patient information screen. Information is updated when required to ensure best awareness for patients. Members of the PPG to be involved with other communication paths.

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

Improving communication with the practice and patients – hopefully they are better informed of the services that are available.

**Priority area 2**

**Description of priority area: Improve awareness of the Patient Participation Group and their role, providing additional information on the website and advertising their role to heighten awareness and improve representation.**

**What actions were taken to address the priority**

PPG notice board has been updated with new posters and contact information. A regular section will be placed in the practice newsletter for better awareness of the PPG. We have also highlighted within the survey to gauge interest in a virtual group. We have had extremely good response to the survey and contact has been made with the patients who have indicated an interest in being part of a virtual group.

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

A trial will be organised involving the virtual group for the next meeting at the end of April. This will improve patient representation.

**Priority area 3**

Description of priority area: Looking at what additional services can be added to the surgery from the suggestions given. i.e. extended opening hours which has been added to the action plan previously and a request for additional services locally.

**What actions were taken to address the priority?**

<p>A viability study of services will be undertaken to assess whether any of these additional services can be provided at the surgery.</p>
<p><b>Result of actions and impact on patients are carers (including how publicised):</b>  A viability study to demonstrate whether further services can be brought to the surgery, are they viable and would improve patient care. Extended opening hours are being considered at present and whether these can also be made available to patients.</p>
<p><b>Progress on previous years</b>  If you have participated in this scheme for more than one year, outline progress made on issues in the previous year(s):</p>
<p><b>The Practice has actively participated in the Patient Participation Group DES since its introduction.</b>  We have extended the surgery and improved the patient waiting area, the notice board has been rearranged demonstrating useful patient information, a patient information screen has been installed in reception of which we are using as an effective communication tool, on line appointment booking, staff car park has been put in so that there is additional patient parking, clinicians rooms have all been upgraded taking account of new regulations for CQC, increased the amount of staff in our dispensary which offers a very effective service. Useful information is provided to older patients from Age UK who are making regular weekly visits to the surgery to provide help and advice. We are now extending our dispensary area allowing for more space and a confidential area for patients to discuss things with the dispensary team.</p>
<p><b>3. PPG Sign off</b></p> <p>Report signed off by PPG: Yes/No    Yes</p> <p>Date of sign off: 25<sup>th</sup> March 2015</p>
<p><b>How has the practice engaged with the PPG:</b></p> <p>How has the practice made efforts to engage with seldom heard groups in the practice population? Yes  Has the practice received patient and carer feedback from a variety of sources? Yes  Was the PPG involved in the agreement of priority areas and the result action plan? Yes – the PPG has always been involved with the survey, results and outcomes which result in an action plan.  How has the service offered to patients and carers improved as a result of the implementation of the action plan? Improving communications, more awareness of services available.  Do you have any other comments about the PPG or practice in relation to this area of work? The PPG are well established and demonstrate enthusiasm and commitment. They support the practice with services and delivery to high standards.</p>