

Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: WESTOVER SURGERY

Practice Code: L82622

Signed on behalf of practice: Date: 16 February 2015

Signed on behalf of PPG: Date:

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) Face to Face meetings plus email as necessary												
Number of members of PPG: 9												
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:							
	%	Male	Female									
	Practice	47%	53%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
	PRG	44%	56%	Practice	14	18	13	11	13	12	10	9
				PRG	0	0	1	1	2	4	0	1

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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	93	1		3				
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										3
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:

We endeavour to ensure that the PPG is a broad cross-section of the overall practice population. Particular attention is given to AGE and SEX. We have identified that we could usefully have a younger parent as part of the group in the future.

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? NO

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

2. Review of patient feedback

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

Complaints
Friends & Family Test
CQC Patient Feedback

How frequently were these reviewed with the PRG?

Quarterly

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Complaints about telephone – lost calls, difficulty in getting through</p>
<p>What actions were taken to address the priority?</p> <p>New telephone system purchased and implemented</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The phone system was implemented in February 2015. It is early days but the initial feedback has been positive.</p>

Priority area 2

Description of priority area:

Lack of appointments

What actions were taken to address the priority?

Additional GP and Nurse time have been resourced.

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

It is easier to get appointments although the day to day variation in demand does mean that there are still days when we run out of standard GP appointments relatively early. Urgent needs are always seen by the Duty Doctor. There has been a distinct improvement in the general availability of Nurse appointments.

Priority area 3

Description of priority area:

Premises

What actions were taken to address the priority?

A range of actions including widening the access to the car park, improving the décor, removing potential obstacles. This is not complete and further actions are planned. These include a hearing loop, disabled toilet facilities and improvement in disabled access to the building.

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

Positive feedback from patients – in particular on the access to the car park and the décor.

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):

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: This report has not been discussed with the PPG but the individual items and actions that resulted were discussed at various PPG meetings. This was confirmed in February 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 practice encourages feedback from all patients and carers and will receive it in which source that suits the individual (for example written, email, telephone, face-to-face, website). The action items are based on the feedback from the group as being areas where improvements could be made. A number of improvements are visible as a result (premises, telephones and appointments).

