

Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr Pilpel & Tiguti

Practice Code: M83121

Signed on behalf of practice: Jane Bentley (Practice Manager)

Date: 23/03/2015

Signed on behalf of PPG: Frank Hopley (Chairman)

Date: 23/03/2015

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

Does the Practice have a PPG? YES / NO YES																																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face EMAIL																																																					
Number of members of PPG: 12 members on the PPG group																																																					
Detail the gender mix of practice population and PPG:						Detail of age mix of practice population and PPG:																																															
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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 has a Patient Participation Group, consisting of elected committee members. The group is supported by the practice and a doctor or nurse attends the meetings periodically and the practice manager attends all meetings, which are held on a quarterly basis.

The practice has attempted to address the “being representative” issue , but this have proved very challenging; the practice has attempted to recruit new members by word of mouth from both existing PPG members and also by personal invitation from practice staff. The practice also invited Nicola Pilling from the CCG along to the meeting on the 20th November 2014 and this was advertised in both the main and branch surgeries well in advance. To date the practice has not been successful in attracting members from the under 45 age group or from ethnic minority backgrounds. The practice will continue to strive to attract new members, including the patient groups that are under-represented.

The practice has advertised the group in the following ways:

- **Posters in practice**
- **Website**
- **Written invitation to all new patients when registering with the practice**
- **Patient leaflet**
- **Personal invitation from practice staff members**
- **Personal invitation from existing members of the PPG**
- **Patient Participation Group Information Folder on display in each waiting room**
- **Draycott in the Moors website**

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

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:

As part of our continuing commitment to improve our service the practice sourced feedback in the following ways:

- Patient suggestions via the comments and suggestion box
- Practice Complaints
- The Friends and Family Test (FFT)
- Patient annual survey
- Review of comments made online, including those made on NHS Choices
- The CQC report, which the practice received in March 2014 following their inspection the previous month

How frequently were these reviewed with the PRG?

Annually for the patient survey and internally for all other sources of feedback.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ul style="list-style-type: none"> To attract more members to the group
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"> Additional notices were displayed within the surgery to attract members One month before each meeting a poster was displayed in the waiting rooms informing patients of the next meeting, encouraging anyone who wished to, to attend. All new patients registering with the practice were given an information leaflet about the PPG and how to join The practice arranged for a member of the PPG to have a promotional stand at the practice Notice board managed by PPG members
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"> The practice worked with Nicola Pilling to produce new promotional notices to be displayed in the waiting rooms Personal invitation resulted in one new member joining the group Promotional stand had to be delayed as the PPG member who volunteered to man the stand had family illness to deal with

Priority area 2

Description of priority area:

- To have guest speakers at the meetings i.e. CCG Community Relations, CAB and National Carers Association

What actions were taken to address the priority?

- Outside organisations invited to speak at the meetings. North Staffs Carers Association to be invited to the next meeting
- Posters displayed in both waiting areas promoting guest speakers as soon as bookings made

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

Speakers and topics the PPG wished to include were:

- Citizens Advice Bureau
- Health Watch
- Issues Faced by Dementia and Alzheimer's patients and carers
- The Challenges of Caring

The PPG felt it would be beneficial for patients and carers to have access to speakers who would give a series of educational or informative discussions, giving opportunity for questions and feedback. The waiting room to be used for this part of the meeting.

Priority area 3

Description of priority area:

- To have themed/topic of the month notice board

What actions were taken to address the priority?

Suggestions for topics included:

- CAB
- Health Watch
- Dementia and Alzheimer's problems
- The Challenges of Caring
- How to cope and what you should be doing when you lose your partner.

These topics would be covered on notice boards in the waiting rooms prior to a meeting with three or four meetings a year covering different problems.

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

It was felt that the practice should dedicate the PPG notice board to promoting the group and attracting new members for the first display. The second topic would be The North Staffs Carers Association

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

- only actually worked out once during the year when Nicola Pilling attended one of the meetings

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):

The PPG was paramount in setting up the local Dementia Group, which still meets every other Wednesday at the Village Hall next to the surgery and had their first anniversary last month. The chairman and his wife run the group and the practice nurse and practice manager attend periodically. The group is made up of patients and carers affected by dementia, arranging outings, events, to play games or just to get together for a chat, and a coffee and a biscuit. The group had its first meeting February 2014, where the local press were there to capture the moment.

The group campaigned for a road sign, and also a sign for the car park for the surgery last year, liaising with the local police, NHS Property Services and Staffordshire Moorlands District Council. After much persuasion, these signs were finally installed in January 2015

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 23 March 2015

How has the practice engaged with the PPG:

The practice has written to each member of the PPG, including patients that have been personally invited by staff members and existing PPG members, inviting them to each of the quarterly meetings.

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

The practice has personally invited under-represented groups to be part of the PPG

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

The practice has received feedback from a number of different sources, i.e. online comments on NHS Choices, review of complaints and suggestions, Friends and Family Test (FFT), the GP Patient Survey and the CQC report March 2015

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

Yes, at the meeting held on the 29th May 2014, item 3 on the agenda was topics/focus for the coming year.

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

Patients will have the opportunity to attend meetings where there are guest speakers present advising on the challenging of caring, talking about dementia issues, how to cope and what you should be doing when you lose your partner

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

CQC Visit

During our recent CQC inspection, which was carried out on the 6th February 2015, the inspectors spoke with one member of the Patient Participation Group and a number of patients and carers visiting the surgery for appointments or to collect prescriptions. Various extracts from their report have been detailed below. The CQC visit and report will be discussed at the next PPG meeting and the report published on the Practice and CQC website. A full copy of the report will be made available in the surgery waiting rooms for all patients to read.

- The practice had worked closely with their PPG to establish a support club for patients with dementia. This was held alternative weeks in a building next to the practice.
- The practice had also implemented suggestions for improvements and made changes to the way it delivered services in response to feedback from the patient participation group.
- The practice had gathered feedback from patients through patient surveys, comment cards and complaints received. We looked at the results of the practice's patient survey that had been carried out in conjunction with the Patient Participation Group.
- We spoke with a representative of the PPG prior to our inspection. They told us that the PPG met four times a year and were trying to recruit more patients to the PPG, such as younger and working age patients, so that the group was more representative of the practice population. They told us that the practice worked closely with the PPG and that their opinions were listened to and respected.
- The patient participation group (PPG) was active and felt valued by the practice.
- We observed how patients were cared for. We reviewed 14 comment cards where patients and members of the public shared their views and experiences of the service.