

BANES Area Team
2014/15 Patient Participation Enhanced Service

Practice Name: The Pulteney Practice

Practice Code: L81068

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

Does the Practice have a PPG? Yes																									
Method of engagement with PPG: Email, letter, leaflets and posters																									
Number of members of PPG: 54																									
<p>Detail the gender mix of PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>PPG</td> <td style="text-align: center;">48</td> <td style="text-align: center;">52</td> </tr> </tbody> </table>	%	Male	Female	PPG	48	52	<p>Detail of age mix of PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>PPG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">6</td> <td style="text-align: center;">32</td> <td style="text-align: center;">14</td> <td style="text-align: center;">16</td> <td style="text-align: center;">13</td> <td style="text-align: center;">9</td> <td style="text-align: center;">10</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	PPG	0	6	32	14	16	13	9	10
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Detail the ethnic background of PPG:

	White				Mixed/ multiple ethnic groups			
%	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
PPG	85	0	0	0	0	0	2	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
%	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
PPG	0	0	0	0	0	0	0	0	0	13

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:

To ensure that the PPG was fully representative of the patient populous we advertised the scheme in the communal areas of the practice and gave information on the right side of prescriptions. As some patients do not come to the surgery as often, we included flyers with the information on with our NHS health check to ensure that we reached a broad number of patients not only those who frequent the surgery regularly.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?

No

2. Review of patient feedback

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

We contacted the PPG and they responded via email

How frequently were these reviewed with the PRG?

We kept in contact with the PPG every quarter of the year giving them updates on the progress we had made and whether they would like to comment on the issues. We finally contacted them to inform them that the PPG had been completed for the year and the results were going to be published on our website and available to view in the practice.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

The use of our online services, this includes the ability to order repeat prescriptions and book appointments with doctors.

PPG's opinion?

We asked the members of the PPG their opinion on this subject. From the information we received back from the PPG, the recurrent theme was the lack of promotion of these services by the reception staff and this service not being advertised effectively. We aimed to ensure that the reception staff understands how to register patients for these services, while actively encouraging patients to use this service if it would benefit them.

Result and actions taken :

As a result of the PPG the practice has decided to create poster to be displayed in a prominent location in the reception of both our sites to help promote this service. While also ensuring that all front line staff receives the correct training to give them the ability to register patient for the online services.

Priority area 2

Description of priority area:

Improvement of atmosphere in the waiting rooms to reduce tedium of patients when waiting to be called for their appointment, while also providing additional confidentiality when patients talk to the reception staff.

PPG's opinion?

We contacted the PPG and the main consensus from them was that the idea to increase music in communal areas of the two practice sites would be beneficial. Due to this we had to research the relevant music licenses that needed to be obtained to allow us to play the music in these areas, while also installing additional music playing equipment to facilitate this.

Result and actions taken :

We have implemented these changes and have adjusted our music license to facilitate us to play music in a variety of ways across our two sites in all communal areas and are currently looking into the different types of equipment we can use to most benefit the patient.

Priority area 3

Description of priority area:

The use of our practice leaflet and how we can utilize this more effectively so patients who don't have access or the ability to view our website can stay up-to-date with the services offered at the practice.

PPG's opinion?

We asked the PPG if they were happy with the layout and format that we currently use and if there is any way we can improve this. The results we received from the PPG indicated that not many of them had seen one of the practice leaflets in either of our surgery's and that they would also like the ability to download one of these off the practice website.

Result and actions taken :

As a result of not many of the PPG having seen a practice leaflet, we have purchased display stands for both sites reception to allow printed versions of the practice leaflet to be displayed for the patients and keep them informed of any changes that has occurred. We have also created an online version where patients can download a practice leaflet; we have produced this in a PDF format to allow patients to also be able to download this on mobile devices as well.

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):

Since last year's PPG progress has been made in numerous areas that were raised previously these are outlined below:

- One issue raised was the advertising of emergency appointments was not clear enough, we have since addressed this by ensuring posters are located in both our receptions explaining the protocol in relation to emergency appointment. In addition to this we have given our reception additional training to ensure they understand how to book in patients for this service and to ensure it is only used for urgent appointments to reduce the chance of this service being abused. We have also updated our website with clear information regarding emergency appointments.
- Another issue raised was that the repeat prescription mission statement was causing confusion, since then we have re-written this and clarified any grey areas to allow patients to receive their prescriptions in a timely manner.
- Also an issue raised from last year's PPG was the difficulty some patients were finding in ringing the practice at peak times. Since this was raised in last year's PPG we have upgraded our telephony system allowing a menu to be installed so patients are directed to the relevant department more quickly, while making the whole system more effective. We have also increased our incoming lines by double.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26/11/14