**Derbyshire & Nottinghamshire Area Team**

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Hounsfield Surgery

Practice Code: C84660

Signed on behalf of practice: Date:

Signed on behalf of PPG: Date:

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

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| Does the Practice have a PPG? YES |
| Method of engagement with PPG: Face to face, Email, Other (please specify)  E.mail or telephone; also face to face meetings |
| Number of members of PPG: 15 |

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| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 1943 | 1971 | | PPG | 7 | 8 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 691 | 315 | 322 | 444 | 673 | 615 | 539 | 315 | | PPG |  |  |  | 1 | 3 | 5 | 5 | 1 | |
| 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 | 2885 |  |  |  | 11 |  |  |  | | PPG | 15 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 11 |  |  | 7 |  |  |  |  |  |  | | PPG |  |  |  |  |  |  |  |  |  |  | | |
| 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:  Posters in the waiting room; information about the group on the new patient questionnaire; practice website, attendance by current members at the local village festivals to promote the group. For 2015/16 we will keep patients abreast of new development via a patient newsletter and also encourage participation. | |
| 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:* | |

1. **Review of patient feedback**

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| *Outline the sources of feedback that were reviewed during the year:*  Patient Survey –handed out to patients over a 2 weeks period by patient group members  Dispensing Survey (181 surveys completed)  Commencement of Friends and Family Test  Attendance by the group at the Sutton and Carlton Festivals |
| *How frequently were these reviewed with the PRG?*  Every three months, at group meetings once information from survey, Friends and Family Test and festivals received |

1. **Action plan priority areas and implementation**

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| Priority area 1 |
| *Description of priority area:*  Car park  It was agreed that the car park needed to be bigger as patients are parking on the road outside the surgery causing obstruction to the residents of the road |
| *What actions were taken to address the priority?*  A new housing development is planned to be built on the piece of land to the exterior of the surgery. It has been agreed with the builders that they will allow the surgery a piece of this land for additional car parking spaces. |
| *Result of actions and impact on patients and carers:*  This would have a positive outcome for both patients and the residents of Hounsfield Way – a safer environment to park and easier access for patients and/or carers. Unfortunately, the developers are still working with the Council re planning permission and the development has not commenced. The practice are keeping in contact with the developers regarding this. However, on a positive note, the current car park has been re-surfaced, as has the pavement entrance to the surgery, allowing more car parking spaces together with a disabled space. This has received very positive comments from patients, and the members of the Patient Group, who feel it is a considerable improvement.  *How were these actions publicised?*  Patients were informed of the re-surfacing of the car park and pathway by notices in the waiting area; local residents were informed by letter |

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| Priority area 2 |
| *Description of priority area:*  Repeat prescriptions. The method of requesting repeat medication was changed to prevent medication errors and it was agreed that patients could not order repeat medication over the telephone. Some patients felt that this decision should be reversed as alternative methods inconvenienced them |
| *What actions were taken to address the priority?*  This was discussed with our patient group and within the practice and agreed that no change would be made to the current procedure as it made safer prescribing and dispensing. |
| *Result of actions and impact on patients and carers:*  It was felt that there was more possibility of an error occurring with a request taken by telephone and that there were other ways in which patients could request repeat medication. The practice accepts requests by e.mail, also via SystmOnline. The practice are also happy to accept requests by patients leaving the repeat slip at the surgery, or by faxing or posting the repeat slip to the surgery. It was agreed therefore that no changes would be made and this decision was accepted by the patients.  *How were these actions publicised?*  Ways of obtaining repeat medication are available in the Practice Leaflet and published in the waiting room |
| Priority area 3 |
| *Description of priority area*:  Patients’ receipt of results from blood tests. The practice received a comment that they had not been informed of their blood test result and didn’t know if everything was normal |
| *What actions were taken to address the priority?*  It was agreed to inform patients at the time of their blood test that the practice will only contact them if the result is abnormal. They can therefore understand that if they are not contacted, then everything is normal. Also the practice would reassure the patient at the time of their blood test that we would chase up any missing results. The patient would also be advised that they can still phone if they are worried and the staff will advise them of the comment the GP has marked on their result, i.e. normal |
| *Result of actions and impact on patients and carers:*  The above action has been followed and has resulted in patient satisfaction and reassurance.  *How were these actions publicised?*  Patient and/or carer advised at time of blood test |

**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):

During the previous year the practice did not have an action plan as, when the survey was discussed with the PPG, they decided that no action plan was required. The items that were discussed by the group and the practice were the fact that a couple of members said that they could hear what was happening in the doctors’ room. After a significant discussion with the group, it was agreed that nothing else could be done as the practice already has measures in place to combat it.

The patients and members of the PPG feel that the re-surfacing and markings in the car park has been a tremendous improvement during this year and make visiting the surgery a more enjoyable experience.

1. **PPG Sign Off**

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| Report signed off by PPG: YES / NO  Date of sign off: |
| 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?* |

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| **Please submit completed report to the Area Team via email no later than 31 March 2015 to:**   * Derbyshire practices: [e.derbyshirenottinghamshire-gpderbys@nhs.net](mailto:e.derbyshirenottinghamshire-gpderbys@nhs.net) * Nottinghamshire practices: [e.derbyshirenottinghamshire-gpnotts@nhs.net](mailto:e.derbyshirenottinghamshire-gpnotts@nhs.net) |