

# Derbyshire & Nottinghamshire Area Team

## 2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Elmswood Surgery

Practice Code: c84011

Signed on behalf of practice: Dr Irfan Malik

Date: 29.3.15

Signed on behalf of PPG: John Hackett

Date: 30.3.15

### 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) Monthly face to face meetings, frequent emails to our 'virtual' group.
Number of members of PPG: 30 (virtual group approx 150)

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48	52
PPG	47	53

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	17	10	12	14	13	10	12	12
PPG	0	0	0	5	16	32	38	9

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	49	4			5	2		
PPG	66	2			12			

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1	2		1		1	3			
PPG		4		4						8

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:

**Over the years we have tried to involve more younger people and ethnic minorities. We now have about 150 patients on our email list, they will have a wider mix, but we have not surveyed that.**

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 Yes- we tend to have a higher proportion of elderly patients.

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

As expected our PPG reflects this by having more older patients in it.

## **2. Review of patient feedback**

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

Face to face feedback, also feedback received via emails. Friends and family feedback conducted. Also external patient feedback survey is currently taking place.

During the year we emailed our PPG to complete the feedback and stars rating on our NHS choices website. Within a few weeks we increased the number of feedbacks to 45, now rating our practice with 5 stars.

*How frequently were these reviewed with the PRG?*

We review and discuss any feedback on a monthly basis.

### **3. Action plan priority areas and implementation**

#### Priority area 1

*Description of priority area:*

The PPG feel we should have some toys back in the patient waiting area.

*What actions were taken to address the priority?*

The PPG is meeting with our local Infection control nurse to reassess this situation. Eg. have low infection risk toys re- introduced into the waiting area.

*Result of actions and impact on patients and carers:*

Children waiting in the reception area will be happier and parents more relaxed.

*How were these actions publicised?*

Published on our website.

## Priority area 2

*Description of priority area:*

Large posters to advertise our PPG in reception.

*What actions were taken to address the priority?*

One of the patients from the PPG has designed a large poster.

*Result of actions and impact on patients and carers:*

More visible information about our PPG in the waiting area / reception. Hopefully we will get more patients signed up to the PPG.

*How were these actions publicised?*

On our website.

### Priority area 3

*Description of priority area:*

Mobile phone texting service.

*What actions were taken to address the priority?*

Together with the PPG we examined the possibility of using mobile phone texts.

*Result of actions and impact on patients and carers:*

Reminders of appointment times and dates.

*How were these actions publicised?*

On our website.

## 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):

More organised reception waiting area. Softer, more cleaner chairs. The area has been totally refurbished to make it a brighter more friendly place.

New telephone provider enabled us to make more incoming lines, this reduced the time on the phone that patients spend ringing in.

We have substantially increased the number of patients using internet appointment booking and repeat prescriptions. This will again reduced the workflow on the phone lines.



#### 4. PPG Sign Off

Report signed off by PPG: YES / NO Yes.

Date of sign off: 30.3.15

How has the practice engaged with the PPG:

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

This is done via email through our virtual group.

*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 resulting action plan?*

Yes.

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

We have significantly reduced the phone volume in the mornings by having more incoming lines. Also having more internet appointment booking and repeat prescriptions has helped this situation.

The reception area refit gives the patients a more comfortable, brighter experience.

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

We have an exceptionally strong and well organised PPG, with several members involved at a national level. Our local CCG often uses our PPG to engage with and provide feedback as it is well organised and large.

**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)

