



Standard Reporting Template – Patient Participation DES 2014/15

Surrey & Sussex Area Team

Practice Name: St.David's Family Practice

Practice Code H81087

Signed on behalf of practice	Dr Bhavneet Oberai (Senior Partner)	Date
	Nigel Westbury (Practice Manager)	Date 6/3/15
Signed on behalf of PPG	Jill Lord (Committee Member)	Date 5/3/15
	Janet Sleep (Committee Member)	Date 6/3/15

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)	Face to face, e-mail and correspondence via Royal Mail
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	%	0-9	10-19	20-29	30-39	40-49	50-59	60-69	>70
Practice	50.4%	49.6%	Practice	15%	11%	14%	16%	15%	12%	8%	9%
PPG	22%	78%	PPG					22%	22%	34%	22%

Detail the ethnic background of your practice population and PPG:

White					Mixed/ multiple ethnic groups			
%	British	Irish	Gypsy or Irish Traveller	Other white	White Black & Caribbean	White & black African	White & Asian	Other mixed
Practice	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
PPG	89%							

Asian/ Asian British					Black / African / Caribbean / Black British			Other		
%	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
PPG	11%									

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:

Whilst the original Committee profile tended to lean towards the older generation, membership included a full time carer and a disabled person. It was recognised, that to be more reflective of our practice profile, the Committee needed representation from the younger age group as well as from the multi-ethnic backgrounds that make up our patient list.

Despite extensive advertising including posters, newsletters, networking and our Practice Leaflet, we have not yet achieved a group that is as representative of our practice population as we would wish. Further steps will be pursued in order to hopefully achieve a more balanced profile, through the engagement with those groups under represented. However, the last member to join our PPG, was British Asian

In addition to our Committee Members, we also have a further five patients, who have indicated their willingness to be involved with reviewing survey analyses and participating in the formation of action plans and decision making.

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

1. NHS Patient Choices website – we currently have a 4* rating.
2. Patient comments received via the practice website: www.stdavidsfamilypractice.co.uk
3. Written complaints received
4. General “grumbles” received face-to-face from patients
5. Patient Participation Group annual survey
6. Friends & Family Test (from December 2014 onwards)
7. NHS Patient Survey
8. Half yearly meeting with Sarah Priestley from Surry Carers Support

How frequently were these reviewed with the PRG?

1. Committee meetings held twice yearly
2. Information cascaded via Royal Mail to all Committee Members whenever needed

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

The PPG Committee asked that the Practice brings to the attention of the patients, the diversity of clinical skills that are provided to them, from the St. David's Family Practice premises by visiting specialist clinicians, thus avoiding the need to go to local hospitals for appointments.

What actions were taken to address the priority:

The practices' Autumn 2014 Newsletter ran a short article on the in-house skills and special clinical interests that our Doctors have. These will also be included along with details of Visiting Services in our Spring 2015 Newsletter and in the next Practice Leaflet update. Two additional Visiting Services are due to launch in the next couple of months: Royal Surrey County Hospital will be providing an Audiology Clinic and Diagnostic World, a non-obstetric Ultrasound Clinic

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

The development of in-house skills and the attraction of an increasing range and diversity of Visiting Services, making full use of our modern purpose built premises, demonstrates the GP Partners commitment to providing as many services as possible, from a facility that patients can easily access and are familiar. This should help patients take ownership of their health issues, reduce DNA's and avoid the apprehension and worry that might arise from “white coat syndrome “

Priority area 2
Description of priority area:
The PPG Committee asked that the Practice actively promotes the new Electronic Prescription Service (EPS), following the introduction of this service at the end of 2014. This service allows patients to nominate their preferred Pharmacy to whom prescriptions can be sent electronically directly to the nominated Pharmacy, thus eliminating paper prescriptions. This will be supported by marketing and sign posting.
What actions were taken to address the priority:
All prescribers within the practice have received training on the administration and processes to pursue EPS. We are fortunate to have a Pharmacy located on the ground floor of our premises, as well as historically having a collection and delivery service with numerous pharmacies both locally and further afield Posters are on display in our Waiting Area and information will be included in the practices' Spring 2015 Newsletter and on our website
Result of actions and impact on patients and carers (including how publicised):
It is too early to see any major impact as this action point will be on-going for the foreseeable future. The practice is aware of the benefits that will be felt in other aspects of general practice administrative duties, thus it is in the interest of everyone that maximum use is made of this opportunity to deliver a speedier and more efficient service. Patient education and appropriate signposting will remain in place for the remainder of 2015 ...and beyond

Priority area 3
Description of priority area:
The PPG Committee asked that the Practice, in the supporting of priority area point 2 above, will produce an easy to understand patient leaflet, explaining the process to register for EPS nomination, getting started and Frequently Asked Questions
What actions were taken to address the priority:
A Patient Information Leaflet has been produced and is available from Reception , the Waiting Area and all Consulting & Treatment Rooms.
Result of actions and impact on patients and carers (including how publicised):
See above. Patient education and appropriate signposting will remain in place for the remainder of 2015 ...and beyond

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)

Free text

2012/13

1. The PPG recommends that in order to address inappropriate use of Accident and Emergency department services:

Our opening times and range of appointment availability need to be reinforced via greater advertising in Waiting Room, Reception foyer and website

There already is an A&E link embedded into the Home page of the Practices' website, encouraging patients to make appropriate use of that service

- Alternatives to A & E include, NHS Direct, Walk-In Centres and Out of Hours Deputising Service – need to educate and increase patient awareness of these alternatives and to reinforce “contact your GP surgery first” if in doubt

Achieved March 2013

2. The PPG recommends that the Practice increase the level of patient awareness of the role of Carers and the resources & services that are available to them:

- NRW has already met with Sarah Priestley, GP Liaison Officer from Surrey Carers Support at Surrey County Council. An advertising banner has been placed in the Waiting Room and further supplies of the Carers Information packs are on display and available at Reception Achieved March 2013
- Poster campaign also to be made available in Waiting Room and Reception foyer

Achieved April 2013

- NRW to explore possibility of PowerPoint presentation that Sarah Priestley has made available, being fed thru' the Patient Visual Display flat screen TV in Waiting Room

Technical difficulties encountered but posters on display as alternative

- Flyers/application forms to be visible at Reception

Achieved March 2013

2013/14

1. The PPG recommends that:

- The Practice aim to increase the number of patients subscribing to Patient Access, the facility to book routine appointments with a Doctor online. This would reduce the number of direct patient contacts with Reception and ease the pressure points that appear during the morning periods. This should be a key target throughout 2014, supported by marketing and sign posting.

- The Practice to liaise with EMIS to enquire if it is possible to identify at what time / date that online appointments were being made.

Achieved. Patients registered with Patient Access has grown by around 400 patients per quarter..an increase of 1,390 in the 10 months to February 2015

2. The PPG recommends that:

- The Practice brings to the attention of the patients, the diversity of clinical skills that are available from within St. David's Family Practice and without the need to go to the hospital setting for many treatments.

Achieved. Autumn 2014 Newsletter article published. Further information to be made available at next reprint of Practice Leaflet

3. The PPG recommends that:

- In view of the impact that an increasingly ageing population will have on the provision of healthcare, there needs to be greater breakdown of the age ranges for patients aged over 65 years.

With the agreement of the PPG Committee, this recommendation was deferred so that the 2015 Patient Survey was exactly the same as that used in 2014, in order that a mirror analysis could be undertaken for the first time and allow us to compare progress made in 2014, more precisely.

4. PPG Sign Off

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 area 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?	