Standard Reporting - For PPG Report.

Wessex Area Team

2014/15 Patient Participation Enhanced Service

Practice Name: Whitecliff Group Practice

Practice Code: J81019

Signed on behalf of practice: Carol Tilley Date: 23/3/15.

Signed on behalf of PPG: Hazel Haigh Date: 23/3/15.

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 and e-mail (Virtual Group PRG) | |
| Number of members of PPG: 17 PRG: 179 | |
| Detail the gender mix of practice population and PRG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 8134 | 8206 | | PRG | 69 | 110 | | Detail of age mix of practice population and PRG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 3149 | 1335 | 1562 | 1845 | 2377 | 2338 | 2099 | 1635 | | PRG | 2 | 7 | 14 | 24 | 32 | 46 | 36 | 18 | |
| 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 | 16176 | 18 |  |  | 17 | 2 | 49 |  | | PRG | 178 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 33 |  | 18 | 23 |  | 2 | 2 |  |  |  | | PRG |  |  | 1 |  |  |  |  |  |  |  | | |
| 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:  Work has started on making our practice population aware of our PPG and PRG ensuring the these groups are representative of our population looking at gender, age and ethnic background by community events held and setting up of active groups.  The DT11 Health and Wellbeing event was held Sept 2014. This event was a success with over 250 people attending. The Whitecliff Surgery Patient Participation Group had a stand at this event and invited attendees to join the PPG.  To further develop its role working in the community and with its patient Group, Whitecliff Group Practice has entered into partnership working with PramaCare. As a result the Community Development Officer from PramaCare is seconded to the Practice. (PramaCare is a third sector organisation, registered with the Care Quality Commission for the provision of personal care services.) The Community Development Officer is working with local community and activity based groups to improve uptake of health, wellbeing and social activities. The vision is to enable vulnerable adults and older people to enjoy the independence of living in their own homes, and to encourage ongoing support from family, friends and community. Examples of the joint working between Whitecliff Group Practice, PramaCare and patients / PPG are:   * Carer Groups * Cookery demonstrations helping to cook healthy food on a budget. * Male carer’s group * Chitchat, Crafts and Coffee * Carer’s pamper and relaxation days * Coffee mornings in aid of Dementia UK * Shared reading * Woodcraft workshops * Workshops to help save money on energy bills * Bereavement Group * Mens breakfast * Healthy bones events.   All of the above events are advertised on our facebook page and on our website linking to the local community websites.  Members of the PPG and the Practice’s Community Development Officer will be visiting schools to engage with the younger population. This will provide an opportunity to gather feedback and for those that are interested to join the patient group. | |
| 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  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  Care Homes - ward rounds for care homes, ensuring that all residents are seen pro-actively by a Dr/HCA either every 2 weeks or once a month even if no immediate medical issues are taking place, with the help of the care home teams.  Dementia Friendly Blandford Project – changes to surgery liaising with carers / people living with dementia to make the Practice more dementia friendly (e.g. signage). | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Sources - Feedback forms, Friends and Family test feedback, patient complaints / compliments, website/Facebook and feedback through PPG and PRG.  Links to other social networking / community sites (e.g. Blandford Free and Wanted) to reach a wider audience. |
| How frequently were these reviewed with the PRG?  At quarterly meetings with PPG and then findings e-mailed and comments requested of PRG. |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Community development projects/health events, further development of the communication strategy, engaging younger patients and obtaining feedback from a wider range of patients. |
| What actions were taken to address the priority?  Facebook page was recommended and this was set-up October 2014.  Development of a community active group, joint working with PRAMA care.  Participation in and funding of local community events such as DT11 Health and Wellbeing.  Participation in the Dementia Friendly Blandford Project to make the Practice More accessible for people living with dementia. |
| Result of actions and impact on patients and carers (including how publicised):  Events for patients and carer’s arranged.  Workshops arranged with Whitecliff Group Practice and Pramacare as follows-   * Cookery demonstrations helping to cook healthy food on a budget. * Male carer’s group * Chitchat, Crafts and Coffee * Carer’s pamper and relaxation days * Coffee mornings in aid of Dementia UK * Shared reading * Woodcraft workshops * Workshops to help save money on energy bills * Healthy bones events.   The healthy bones event took place Friday 30th January and was attended by 30 people.  For Dementia Friendly Practice, red signs have been put up in surgery for the exits and the toilets.  Publicised via website/facebook presentations on TV screens in surgery and some local press coverage |

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| Priority area 2 |
| Description of priority area:  Dispensary phone |
| What actions were taken to address the priority?  Discussions took place as this matter was raised by several patients. Dispensary does not have direct access by phone the issue being that for a busy pharmacy it is not safe for dispensers to be constantly interrupted to take phone calls and answer queries. However the mechanism in place is that messages can be left and the pharmacy has dedicated time to respond to queries and resolve problems. |
| Result of actions and impact on patients and carers (including how publicised):  Publicised through website, patient newsletters and presentations on media screens in the surgery, giving the ways to contact and order medication. |

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| Priority area 3 |
| Description of priority area:?  PREMISES- Car parking, with restraints in Blandford more are parking in the surgery car park. Higher chairs required in waiting room and to look at waiting room confidentiality. |
| What actions were taken to address the priority?  It was decided that members of the PPG will set working party projects for these priority areas.  PPG will ask patients about these priority areas by use of a questionnaire and by carrying out face to face surveys. |
| Result of actions and impact on patients and carers (including how publicised):  Publicised through website, Facebook and media screens in surgery. |

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):

Making patients aware of our PPG and PRG.

This has been done with a Facebook page and website with community based information reaching the wider community, developing a community active group with DT11 Health and wellbeing. An event took place 18th to 20th September 2014 with over 250 people attending a great success and therefore other events will be taking place.

Improving telephone systems.

New system to be in place through Feb 2015, to improve the time and ease for patients to get through to the surgery.

Alternatives for ordering repeat prescriptions.

Different options are offered to patients when ordering prescriptions also promoted using website, facebook and media screens in surgery. For example on-line, by post, by managed repeat, by fax or by dropping repeat slip into the surgery.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 23/3/15. |
| How has the practice engaged with the PPG:  Engagement with the PPG has been in meetings throughout the year and by e-mail. The PPG are very involved with the community projects liaising with the Community Development Officer.  How has the practice made efforts to engage with seldom heard groups in the practice population?  Events such as the 3 day DT11 event held Sept 14.With a Community Development Officer seconded to the Practice to engage with carers etc through events set-up.  Has the practice received patient and carer feedback from a variety of sources?  Feedback has been through The Practice website, through our feedback forms through our FFT forms and e-mail.  Was the PPG involved in the agreement of priority areas and the resulting action plan?  The priority areas were discussed at PPG meetings and e-mailed to PRG for feedback.  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  With the community events being promoted and organised by the Community Development Officer more services have been made available to patients and carers.  Do you have any other comments about the PPG or practice in relation to this area of work?  This report has been e-mailed for comments to the PPG and the Virtual Group.  Whitecliff Group Practice thanks the PPG/Virtual Group for supporting the practice in every area of its work, but especially in relation to improving the service we offer to our patients  March 2015. |