

**Derbyshire and Nottinghamshire Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template**

**Practice Name: Willington Surgery**

**Practice Code: C81057**

Signed on behalf of practice: see separate sheet

Date: 27/03/2014

Signed on behalf of PPG: see separate sheet  
27/03/2014

Date:

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

Does the Practice have a PPG? Yes
Method of engagement with PPG: Monthly committee meetings, email, newsletters in surgery and on website. Noticeboard in reception dedicated to PPG.
Number of members of PPG: All patients are PPG members but there is a voluntary committee of 16

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.16	50.84
PPG	12.5	87.5

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	18.78	7.71	9.02	11.79	16.83	14.46	12.90	8.51
PRG	0	0	0	0	0	37.5	25	37.5

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	98.244	0.094	0	0.675	0.083	0.023	0.166	0.106
PPG	100	0	00	0	0	0	0	0

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.225	0.047	0.011	0.142	0.035	0	0.035	0.020	0	0.094
PPG	0	0	0	0	0	0	0	0	0	0

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:

There is a notice board for the PPG seen clearly by all in reception area and those who walk through to the pharmacy next door. Leaflets are available on front reception desk and are distributed in new patient information packs. The PPG is represented on the surgery website and minutes of all meetings are available on website. Facebook is another source of promoting the group.

There is a plan to approach youth groups such as Willington Action Group and Guide and Scout groups in order to engage youngsters in considering healthcare and their needs and opinions about healthcare.

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: N/A

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

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

Committee members were invited to a CEA (Critical Events Analysis) meeting where formal and informal complaints are discussed. There was feedback from those attending at the next group meeting. This will be repeated on every six months.

Friends and Family test results are collated monthly. They have been and will continue to be discussed at the subsequent monthly meeting although in the summer months the meetings maybe bi monthly.

Comments and complaints made to Healthwatch Derbyshire have been highlighted and discussed at meetings.

We received positive feedback from our complaints procedures and actions. The most common cause for complaint is appointment availability and the PPG group are kept informed of all changes to the appointment system.

A 'post box' has been hung in reception for any patient comments or complaints and these will be brought to the attention of the committee.

How frequently were these reviewed with the PPG? Monthly

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area: **Identification of carers and a Practice Carers Champion**

What actions were taken to address the priority?

We have nominated a staff member, Mandy Cooper, to be the named 'Carers Champion'. Meetings have been arranged with Derbyshire Carers Association to assist Mandy with work on the registered Carers list and to ensure all on the list are appropriate and to identify carers not known to the practice.

New patient registration documents now include clear questions, suggested by the PPG, to help a patient realise they are carers.

Do you have anyone who looks after you on a daily basis as your carer? Yes / No

*Please give details.....*

Do you care for anyone else (this means you care for someone who would not manage alone)?

*Please give details .....*

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

Clinicians are now fully aware of our carers and as a result of deciding on this priority icons were activated on patient records to highlight carers or those who have a carer and this is seen as soon as the patient record is accessed.

Blue star indicates – has a carer

Orange star indicates – is a carer.

Carers are clearly identified for influenza vaccinations

Should a carer fall seriously ill, we are aware that a cared for person requires support too.

The PPG have organised coffee mornings for carers and their cared and there are plans to repeat this. Feedback has always been very positive and one cared for person had not spoken in depth for quite some time but did when in the company of other cared for patients.

Derbyshire Carers were invited to the Health Information Event held in September to provide advice and information.

## Priority area 2

Description of priority area: **Communication to patients through noticeboard and Health Education Event.**

What actions were taken to address the priority?

The PPG organised a very successful event last September in the new surgery. They invited 24 organisations to join in the evening such as; Citizens Advice Bureau, Next Step- Domestic Abuse, Healthwatch Derbyshire, Health and Wellbeing with a Body MOT from SDDC, Derbyshire Carers, Community Voluntary Services, Smoking Cessation, Alcohol Awareness, Diabetes UK, Long term conditions, Audiology, Dementia Friends, 'Strictly No Falling' and others.

The GPs were also available and had prepared information sheets on 'Life in the day as a GP' and 'Common questions asked by Patients' (which covered appointments and waiting times) and there was a record of 'A Day in the Life of a Practice Manager'.

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

The surgery was open for the Health Information Event and approximately 150 patients attended. Feedback was obtained by the

use of an evaluation form and patients appreciated the wealth of available information and most indicated that they would attend another event. The stands provided a wide range of information and many leaflets were distributed. We hope to repeat a similar evening again.

Patients have indicated that a notice board outside would be appreciated so agreement from Assura, the owners of the building, has been obtained and plans are being made to obtain quotes and arrange manufacture of the board.

### Priority area 3

Description of priority area: **Appointment system changes**

What actions were taken to address the priority?

Appointments are a problem for all Primary Care organisations. Most patient complaints have been about lack of bookable appointments but many systems have been tried to ensure demand is satisfied.

With PPG agreement, Dr Farrow produced an article for the Patient Information Event answering a number of repeated questions relating to the new surgery and appointments. Patient's preconceived idea that with a new building came numerous new doctors. 'Fantastic new building where are the new doctors?' and 'Why are you advertising for new patients when the present ones cannot get an appointment?'

With the support of a PPG member, Louise Scheck, Practice Manager, has been out to local organisations such as W.I to talk about the surgery organisation and the reasons for pressure on appointments etc.

Patients are notified of changes to appointment systems via surgery website and through leaflets or newsletters available in the surgery.

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

The most recent changes to the appointments system saw an improvement on waiting times for patients requiring non urgent

appointments. However, this may not continue when a GP partner leaves to go on maternity leave but it will be monitored and discussed with PPG.

### 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):

The main issues from previous reports have been related to car parking and telephone lines and this has been sorted with the move to the new surgery.

Availability of appointments is an issue which is being continuously monitored.

As mentioned about the PPG has tried to engage with all patients and the Health Information Event contributed as did talks to local organisations by the Practice manager.

PPG members have been present in the surgery during PPG awareness week and at flu clinics

There are plans to try and engage with young patients.

One success has been organising funding from the South Derbyshire Health Group to run a 10 week session of exercise for those patients and carers with dementia.

This has resulted in three group sessions being run in the surgery by instructors from 'Strictly No Falling' and patients benefit from the exercise as well as the social aspect of the group.

#### 4. PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: see separate sheet

How has the practice engaged with the PPG:

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

The practice has difficulty in engaging with younger members of the population despite a Facebook profile.

Promoting Electronic Prescription Services which went live in June 2014 and on line ordering of prescriptions and appointment booking has appealed to all groups and ages within the practice population and has provided opportunities to talk to younger patients when registering for the service.

Also, see above for progress made to try and engage with all patients.

Has the practice received patient and carer feedback from a variety of sources?

Reviewing complaints and suggestions, local voluntary or community groups talks, Healthwatch, the Friends and Family test

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? Yes

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

The PPG have been very supportive towards the practice especially trying to engage with patients and also equipment purchases for the new surgery such as an ECG machine.

PPG supported the petition organised by RCGP to 'Put patients First'

The Practice have ensured that they have engaged with PPG so that communication is lively and informative and both patients and the practice benefit from the group.

Derbyshire and Nottinghamshire Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Willington Surgery

Practice Code: C81057

Signed on behalf of practice: *Deho*

Date: *27/3/15*

Signed on behalf of PPG: *Margaret Hooley*

Date: *27/3/15*

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