

Patient Participation Reporting Template 2014-2015

Practices are required to submit the patient participation report detailed below.

Please submit an electronic version of this report to england.bgs-primarycare@nhs.net by **31st March 2015**

If you have any queries, please contact Harriet Gill – england.bgs-primarycare@nhs.net

Practice details: Culverhay Surgery, Wotton under Edge, Gloucestershire, GL12 7LS

Practice code: L84027

Stage one – validate that the patient group is representative

Demonstrates that the PRG is representative by providing information on the practice profile:

Does the Practice have a PPG YES/NO	YES
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Practice population profile	PRG profile	Difference
Age		
% 18 – 24 - 6.2%	% 18 – 24 5.4%	-0.8%
% 25 – 34 - 8.9%	% 25 – 34 8.1%	-0.8%
% 35 – 44 - 11.7%	% 35 – 44 5.4%	-6.3%

Practice population profile	PRG profile	Difference
% 45 – 54 - 16.5%	% 45 – 54 21.6%	5.1%
% 55 – 64 - 13.3%	% 55 – 64 18.9%	5.6%
%65 – 74 - 14%	%65 – 74 21.6%	7.6%
%75 – 84 - 7.6%	%75 – 84 18.9%	11.3%
% Over 85 - 3%	% Over 85 0%	-3%
Ethnicity		
White	White	
% British Group – 97%	% British Group 100%	3%
% Irish – 0.5%	% Irish 0%	-0.5%
Mixed	Mixed	
% White & Black Caribbean - 0.03%	% White & Black Caribbean - 0%	-0.03%
% White & Black African – 0.03%	% White & Black African - 0%	-0.03%
% White & Asian - 0.07%	% White & Asian - 0%	-0.07%

Practice population profile	PRG profile	Difference
Asian or Asian British	Asian or Asian British	
% Indian – 0%	% Indian - 0%	0%
% Pakistani - 0%	% Pakistani - 0%	0%
% Bangladeshi - 0%	% Bangladeshi - 0%	0%
Black or Black British	Black or Black British	
% Caribbean - 0%	% Caribbean - 0%	0%
% African – 0.18%	% African - 0%	-0.18%
Chinese or other ethnic Group	Chinese or other ethnic Group	
% Chinese – 0.07%	% Chinese – 0%	-0.07%
& Any Other - 1%	& Any Other - 0%	-1%
Gender		
% Male - 50%	% Male - 24%	-26%
% Female - 50%	% Female - 76%	26%

<p>Differences between the practice population and members of the PRG</p> <p>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:</p>	<p>We are pleased that Culverhay PPG has increased in numbers compared with March 2014. We have managed to attract younger patients to the group, and have achieved a more even spread across the age bands compared with last year.</p> <p>At the Culverhay PPG meeting in April 2014 the group discussed ways of attracting new members to the group. It was agreed that the group would hold a table top awareness promotion within the surgery during the week 2nd – 7th June to coincide with National Patient Participation Awareness Week. Members of the group attended the surgery throughout that week to inform patients in the waiting room. A further 20 patients signed up to the group as a direct result of this campaign.</p> <p>A press release was published in the local Gazette to also coincide with National Patient Participation Awareness Week, raising awareness of Culverhay PPG.</p> <p>A dedicated Patient Participation section was created on the surgery website, which includes information about the group, how to become involved, and minutes of previous meetings.</p> <p>We continue to promote the PPG in the surgery with a dedicated notice board in the waiting room, including a supply of sign up forms.</p>
<p>Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? Eg a large student population, significant number of Jobseekers, large numbers of nursing homes, or a LGBT community</p>	<p>We have approx. 90 patients living in nursing homes. We need to consider ways to involve these patients in the PPG.</p>

Is the group virtual or face-to-face?	Face to face and virtual.
How many members are there on the PRG?	We have approx. 9 regular attendees at meetings and a further 28 virtual members.

Step 2 – Review Patient Feedback	
Outline the sources of feedback that were reviewed during the year:	<p>As part of our continuing commitment to improving our services we invite patients to comment by completing a Suggestion form. These are placed in the waiting room and patients are requested to post their completed forms in a suggestions box provided in our waiting room.</p> <p>As well as the Suggestion Box, patients are able to obtain a copy of the Practice Complaints procedure either from the reception desk or via our Practice website.</p> <p>Patients are also able to make an appointment to see or write directly to the Practice Manager with any concern or complaint they may have.</p> <p>The content of any Compliments and Concerns forms are discussed at the monthly Team meetings within the Practice and if appropriate and the patient has left their details, then the Practice Manager will respond either by telephone or letter.</p> <p>Complaints are always responded to in accordance with the Complaints policy and procedures.</p> <p>In December 2014 the practice implemented the Friends and Family Test “How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?” These responses are collated monthly.</p>
How Frequently were these reviewed with your PRG	The PPG meet with the Practice Manager at the Surgery once a month in the evening and also hold an annual general meeting. Any concerns or complaints are discussed as appropriate.

Priority Area 1	
Describe the priority area:	Online Services for Patients – booking appointments and ordering repeat prescriptions.
Why was this priority identified:	This was identified from the patient survey carried out in January 2014. 20% of patients showed a preference to booking their appointments online, yet by July 2014 only 2% of patients had registered for this service.
What actions were taken to address this priority	The PPG were keen to support the practice to improve these figures. In November the PPG started an online access drive to actively promote the practice online service to patients in the waiting room. This involved members spending time in the waiting room talking to patients informing them of the online services. Some members brought in their iPads to show patients how the system worked. As a result of these promotions a further 154 patients signed up to use online services (5% of practice population). Given the popularity and success of these promotions the PPG are keen to organise further days throughout the year, with the next date organised for 2 nd May 2015.
What were the results of the actions and what impact on patients and carers.	See above.
How was this publicised.	Face to face in the waiting room

Priority Area 2	
Describe the priority area:	Information Display Screen in the Waiting Room
Why was this priority identified:	Patients had commented that they would appreciate a 'Who's Who' board of staff in the waiting room so they could put faces to names, and understand further what happens behind the scenes.

What actions were taken to address this priority	The practice had recently taken delivery of a display screen, and at the PPG meeting in September 2014 it was decided that 2 members of the PPG would draft a slide presentation, and another member would attend the surgery to take photographs of the staff to incorporate in the presentation.
What were the results of the actions and what impact on patients and carers.	The presentation is now up and running, which hopefully provides patients with a greater insight in to the surgery and the staff that are employed to run the practice.
How was this publicised.	On the display screen.

Priority Area 3	
Describe the priority area:	Education Evenings for Patients
Why was this priority identified:	This was identified as a way to engage with patients on certain health topics, as an alternative to a face to face/one to one consultation.
What actions were taken to address this priority	<p>Our lead nurse organised a Diabetic Education Evening in September 2014, inviting all diabetic patients on the practice diabetic register. She organised a dietician to come and present to the patients and offer opportunities for discussion.</p> <p>The aim originally was to hold the evening in the practice waiting room, but the response from patients was so high we needed to find an alternative venue. A member of our PPG managed to source a local hall, and a few members of the PPG attended on the evening to serve tea and coffee.</p>

<p>What were the results of the actions and what impact on patients and carers.</p>	<p>Feedback from the evening was very positive. The evening was attended by diabetic patients and also their partners/carers who commented that it was very informative, but also allowed an opportunity to network with other patients with the same health issue.</p> <p>Feedback from the PPG would like similar events organised through the year focusing on different health issues. We are currently looking in to the possibility of holding a Carer's Information/Networking Evening</p>
<p>How was this publicised.</p>	<p>Personal invitation</p>
<p>Progress on previous years</p>	
<p>If you have participated in this scheme for more than one year, outline progress made on the issues raised in the previous year (s)</p>	
<p>In our first year of participation in the scheme (2013-2014), our aim was to establish a PPG to encourage and promote pro-active engagement and to ensure patient involvement in decisions about the range and quality of services provided by the Practice. How we achieved this and the progress we made is detailed at the beginning of this report. We continue to use a targeted and an opportunistic approach to increase membership and representation across the spectrum of our Practice population.</p>	

<p>PPG Sign Off</p>	
<p>Has the report been signed off by the PPG</p>	<p>Yes / No</p>
<p>What date was this report signed off:</p>	

<p>How has the practice engaged with the PPG</p>
<p>The practice and the PPG Committee meet on a monthly basis. This promotes communication, liaison and mutual support between patients and staff of Culverhay Surgery.</p> <p>How has the practice made efforts to engage with seldom heard groups in the practice population?</p> <p>By setting up a Virtual Patient Group, this enables involvement from a wider practice population without the commitment of attending regular committee meetings. This is work in progress, and we look forward to engaging with these groups in the coming year.</p>
<p>Has the practice received patient and carer feedback from a variety of sources?</p> <p>Yes, patients are able to complete a Suggestion Form and a Friends and Family Form which are advertised and available in the waiting room, at reception and online. Issues received via these systems are discussed and acted upon where possible.</p>
<p>How was the PPG involved in the agreement of the priority areas and the resulting action plan?</p> <p>Online access was identified as a priority from the 2013-2014 patient survey. This was discussed at the March 2014 PPG meeting and the plan implemented throughout the year. This online access drive is an ongoing process and will continue in to next year 2015 – 2016. Other priority areas were identified at the monthly PPG meetings throughout the year.</p>
<p>How has the service offered to patients and carers improved as a result of the implementation of the action plan?</p> <p>5% of the practice population have now registered for online access (appointments, prescriptions and medical record summary). This is an increase of 3% since September 2014. This allows patients and their carers greater flexibility in terms of accessing these services.</p>

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

The PPG will continue to work closely with the practice to expand the PPG

INSERT UPDATED TERMS OF REFERENCE

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