

**Annex C**

**Arden, Herefordshire and Worcestershire Area Team  
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Hillview Medical Centre

Practice Code: M81041

Signed on behalf of practice: *W J Pratt* Date: 30.3.15

Signed on behalf of PPG: Virtual Group – comments received via email Date: March 2015

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

Does the Practice have a PPG? YES												
Method of engagement with PPG: Email												
Number of members of PPG: 26												
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:							
	%	Male	Female									
	Practice	4339	4304	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
	PPG	13	13	Practice	1610	734	959	1211	1344	1095	981	709
				PPG	0	0	2	6	6	7	3	2

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Detail the ethnic background of your practice population and PPG: Full range of ethnic details not available for entire practice list

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice								
PPG	26							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG										

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:

We have a range of ages covering the membership of our Patient Representative Group. We have written to patients directly to encourage patients to join from other ethnic backgrounds but we have been unsuccessful. Patients can join the group either by completing a form in reception or via our website. We promote the group in newsletters which we plan to increase over the coming year and we are actively recording email addresses to widen the group of patients that receive these.

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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

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

We cover two care homes and the Lead Care Home GP and Practice Manager have regular contact with the staff in these homes and patients and relatives. All comments received form part of our annual review prior to completing our action plan.

## 2. Review of patient feedback

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

Annual Survey, FFT, email contacts (to the Practice Manager) and telephone calls

How frequently were these reviewed with the PRG?

The PRG are emailed as part of our annual review. Emails are also sent throughout the year regarding services and communication. All members are actively invited to email the Practice Manager at any point throughout the year in their welcome email and all communications they receive

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: <b>Access</b></p> <ol style="list-style-type: none"> <li>1. New patients wishing to register at the practice and existing patients moving to a new address outside of our catchment area</li> <li>2. Online appointments</li> <li>3. Unused appointments (DNA)</li> </ol>
<p>What actions were taken to address the priority?</p> <ol style="list-style-type: none"> <li>1. Practice Manager to review patient list size on a quarterly basis with a view to increasing our catchment area</li> <li>2. Increase availability of online appointments to include blood tests, blood pressure checks and chronic disease clinics. Also increase the quantity of GP appointments available to book online</li> <li>3. Actively update contact details (mobile and emails) with a view to introducing a reminder system</li> </ol>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The action plan will be published on our website. All updates against the plan will be recorded and any new services/changes will be put on the front page of the website and in the electronic and hard copies of the newsletter improving the service for both patients and carers</p>

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Priority area 2
<p>Description of priority area: <b>Communication</b></p> <ol style="list-style-type: none"><li>1.To increase patients awareness of services available at the practice</li><li>2.Enable patients to fully understand the condition they have and the treatment they will receive</li><li>3. Increase use of Friends and Family Test</li></ol>
<p>What actions were taken to address the priority:</p> <ol style="list-style-type: none"><li>1.Regular, clear newsletters to be emailed widely to our patient population and made available in our waiting room</li><li>2. All clinical staff to ensure clear communication with patients especially following changes to treatments, medications etc</li><li>3. All staff to promote Friends and Family test</li></ol>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The action plan will be published on our website. All updates against the plan will be recorded and any new services/changes will be put on the front page of the website and in the electronic and hard copies of the newsletter improving the service for both patients and carers</p>

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Priority area 3
<p>Description of priority area: <b>Service provision</b></p> <ol style="list-style-type: none"><li>1. Patients unable to attend for chronic disease clinics due to work</li><li>2. Availability of Health Promotion Services</li></ol>
<p>What actions were taken to address the priority?</p> <ol style="list-style-type: none"><li>1. Increase early morning availability and telephone consultations with Lead Nurse</li><li>2. Encourage patients to attend for health checks, promote healthy eating, lifestyle changes etc</li></ol>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The action plan will be published on our website. All updates against the plan will be recorded and any new services/changes will be put on the front page of the website and in the electronic and hard copies of the newsletter improving the service for both patients and carers</p>

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### 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):

All staff have received training to improve their awareness of confidentiality and information governance. Where possible telephone calls to patients are made away from the main reception desk. A privacy screen has been placed over the front desk computer so patients waiting at the pharmacy cannot read this screen.

Patient access numbers are increasing and the registration form has been included in the new patient pack so the majority of all new patients now sign up for this service

The times of emergency appointments have been changed to reduce the amount of time a patient will wait to be seen. This is monitored and improvements have been seen.

A full LARC service is now available to our patients so they no longer have to go elsewhere.

Our website is updated regularly and all new information relevant to patients such as the summary care record, CQC is put on there

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### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30.3.15

Has the report been published on the practice website? YES

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? We have written to patients within harder to reach groups to ask them to become more involved and we have regular contact with carers for more vulnerable patients via health checks etc

Has the practice received patient and carer feedback from a variety of sources? Yes patients survey, FFT, emails and telephone contacts plus feedback from face to face consultations via all clinicians

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes the results of the survey were emailed followed by an action plan for comments. Suggestions for changes/additions were invited and acted upon. This will continue throughout the year as FFT comments are received.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Communication and an improved range of services have had a positive impact on the service provided to our patients and carers.

Do you have any other comments about the PPG or practice in relation to this area of work? We will continue to run our virtual PPG as this seems to work well for our group of patients. We will try to continue to encourage a broader range of ethnic patients throughout the year



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Please return this completed report template to the generic email box – [england.ahwat-pc@nhs.net](mailto:england.ahwat-pc@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.