

# Derbyshire & Nottinghamshire Area Team

## 2014/15 Patient Participation Enhanced Service REPORT

Hartington Surgery

C81082

Signed on behalf of practice: *Julie Coles* – Practice Manager

Date: 27/03/15

Signed on behalf of PPG: *Margaret Hodgkinson* – PPG Chair person

Date: 27/03/15

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

Does the Practice have a PPG? **YES** / NO

Method of engagement with PPG: Face to face, Email, Other (please specify)

Face to face meetings, telephone, email

Number of members of PPG: approximately 15

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1548	1540
PPG	4	11

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	459	267	267	300	550	549	440	256
PPG	0	2	0	0	1	4	7	1

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	>99.9%			<0.1%				<0.1
PPG	100%							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0%	0%	0%	0%	0%	0%	0%	0%	0%	<0.1%
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:

The rural Practice population is >99% white British with little cultural or ethnic diversity.

The PPG is representative of Practice ethnicity

The Practice is proactively working towards engaging a wider age range of patients

More females attended the meeting than males, but the practice is pleased to see both sexes represented. Over the 25 years that the PPG has been established, traditionally, more females always attend these meetings than males. There is no obvious reasons why less males attend. Meetings are open, and inclusive, to both sexes and the practice does encourage and make welcome both sexes.

The main age range who attended the meeting was between 55 and 74 years – This represents the Practice population highest age range.

Other than <18's the practice is pleased to report that all age ranges were represented but would like to encourage younger members.

The lesser represented age ranges represent the highest age range of working patients in an area of high employment. It is reasonable to consider that this age range has less time to attend meetings.

Proactive measures have recently been put in place to improve communication with all patient groups, in particular, engagement is encouraged from younger patients.

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** Large working population

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

Employment levels are high in this area so meetings are held in the evenings to enable the vast majority of people to attend. This also makes it easier for Carers to arrange alternative family arrangements.

## 2. Review of patient feedback

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

Patient satisfaction survey  
Face to face meetings/discussion forum with PPG members  
Surgery suggestion box  
General, less formal, comments and ideas generated by patients

*How frequently were these reviewed with the PRG?*

2 x annually

### 3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>Set up, and manage, Practice PPG Facebook page</p>
<p><i>What actions were taken to address the priority?</i></p> <p>PPG Vice chair and Practice Manager assigned as administrators Facebook page created and patients invited to join Page used to publicise PPG history and role, useful Practice information and links to current NHS news and future plans Regular updates</p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p>Information more readily available to a wider audience Quick and easy access to information Medium for publication of PPG and Practice news Opportunity to easily send messages back to Practice Aims to improve PPG engagement</p> <p><i>How were these actions publicised?</i></p> <p>Waiting room display screen Practice newsletter Website Facebook invites Discussed at PPG meeting</p>

## Priority area 2

### *Description of priority area:*

Improve widespread communication (sometimes difficult in a rural area)

### *What actions were taken to address the priority?*

Staff trained to maintain and update waiting room display screen - plans to utilise this equipment to provide up to date, informative and interesting information for patients.

Existing website available 24/7 in addition to new Facebook page

Practice website links via local village websites

Distribute Practice newsletters with parish news

Send request to Parish Councils to display important information on Parish notice boards

'Flo' software system installed to enable patient/practice integrated text reminder system

### *Result of actions and impact on patients and carers:*

Information and updates more easily accessible

### *How were these actions publicised?*

Waiting room display screen

Practice newsletter

Website

Discussed at PPG meeting

### Priority area 3

*Description of priority area:*

Improve door access for patients with poor mobility or disabled

*What actions were taken to address the priority?*

Ramps and door 'grab' handles already in place  
Doorbell installed at height suitable for wheelchair users.  
Notice advising patients who require further assistance to ring the door bell  
Staff equal rights training

*Result of actions and impact on patients and carers:*

Door access improved  
Practice staff aware and available to respond/assist  
Equal rights achieved

*How were these actions publicised?*

Waiting room display screen  
Practice newsletter  
Website  
Discussed at PPG meeting

## **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):

### **Electronic access to medical records –**

Following a successful trial, and receipt of valuable feedback, by PPG members, electronic access to medical records is now fully enabled and available to any registered patient who requests this facility. This information has been publicised via the Practice newsletter and website.

### **SMS text message appointment reminder system –**

This facility is now configured with the Practice system software, Emis Web, and messages are transmitted via a secure NHS mail account direct to mobile telephones. The Practice continues to collect new, and update existing, mobile numbers. Patients who have their mobile number recorded on their medical record should receive a text to remind them of their pre-booked appointment shortly after it is made then a follow up message nearer to the actual appointment. This facility and has been publicised via the Practice newsletter.

### **Bicycle parking racks –**

Two bicycle parking racks have now been installed in a safe area close to the front entrance.

### **BP monitor in the waiting room –**

The Practice concluded that this would not be practical and may cause concern for patients with 'out of range' BP's as other risk factors should be considered when determining 'normal' BP's and monitoring should be accompanied by clinical advice/support. A second Practice Nurse and Health Care Assistant have been recruited to ensure adequate appointment capacity for BP checks.

### **Village defibrillator information –**

The waiting room display monitor now includes a revolving message which informs patients of the location of the village defibrillator.

### **Dog 'hitching' posts –**

A hook, suitable for tethering dogs, has now been installed close to the main entrance, although not obstructing the walkway.

### **Dispensary problems/delays in supplying or stocking some medications –**

Items out of stock at suppliers/shortages in the market/restricted supply/reduced wholesaler models and products that are withdrawn.

The Practice aims to anticipate, and manage, problems by continuing proactive measures and reporting stock problems to suppliers, and wholesalers, and keeping patients informed.



#### 4. PPG Sign Off

Report signed off by PPG: YES / NO

Date of sign off: 27/03/15

How has the practice engaged with the PPG:

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

*(please note – the Practice population is very rural and does not include any care homes and is not extensively culturally or ethnically diverse)*

Communication via the Practice website ensures that information is available 24/7 to a vast number of patients.

New PPG Facebook page aims to reach a wider audience and hopes to engage, and inform, younger members of the Practice population.

Newsletter/information distribution via individual village communication i.e. Parish News aims to provide information directly to the homes of patients in a variety of villages.

Notices and newsletters aim to communicate to patients who would not normally choose to receive their information via access to the internet.

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

Yes –

Patient satisfaction survey

Surgery suggestion box

Face to face meeting with PPG

Noted general, less formal, comments/ideas from patients

*Was the PPG involved in the agreement of priority areas and the resulting action plan?*

Yes –

Face to face meetings with PPG.

Priority areas agreed on 10/11/15 with PPG

Report and action plan checked and signed by PPG chairperson 27/03/15

*How has the service offered to patients and carers improved as a result of the implementation of the action plan?*

Continuous improvement is ongoing, particularly with regard to widespread communication

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

Practice and PPG relationship is excellent

PPG support/feedback is invaluable

Patient suggestions/views considered at all times

**Please submit completed report to the Area Team via email no later than 31 March 2015 to:**

- Derbyshire practices: [e.derbyshirenottinghamshire-gpderbys@nhs.net](mailto:e.derbyshirenottinghamshire-gpderbys@nhs.net)
- Nottinghamshire practices: [e.derbyshirenottinghamshire-gpnotts@nhs.net](mailto:e.derbyshirenottinghamshire-gpnotts@nhs.net)