

# Derbyshire & Nottinghamshire Area Team

## 2014/15 Patient Participation Enhanced Service REPORT

**Practice Name:** NORTH WINGFIELD MEDICAL CENTRE

**Practice Code:** C81055

**Signed on behalf of practice:** Alan Stray – Practice Manager

Date: 25<sup>th</sup> March 2015

**Signed on behalf of PPG:** Stephen Smedley

Date: 25<sup>th</sup> March 2015

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

Does the Practice have a PPG? <b>YES</b>
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>Monthly meetings held on a Wednesday and regular contact by email.</b>
Number of members of PPG: <b>8</b>

Detail the gender mix of practice population and PPG:

%	Male	Female
3751	1879	1872
Practice	50%	50%
8	5	3
PPG	62.50%	37.50%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
	643	347	426	482	499	547	442	365
Practice	17%	9%	11%	13%	13%	15%	12%	10%
	0	0	0	0	1	3	4	0
PPG	0%	0%	0%	0%	13%	37%	50%	0%

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
	3694	7	0	28	1	5	3	0
Practice	98.48%	0.19%	0%	0.75%	0.03%	0.13%	0.08%	0%
	8	0	0	0	0	0	0	0
PPG	100%	0%	0%	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
	4	0	0	1	2	5	0	1	0	0
Practice	0.11%	0%	0%	0.03%	0.05%	0.13%	0%	0.03%	0%	0%
	0	0	0	0	0	0	0	0	0	0
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:

**Despite widespread advertising of the PPG in the surgery, newsletter, website, flu clinics etc. it is proving very difficult to recruit members to join the Group. Our latest survey shows that only 37% of Patients are aware of what the PPG does despite all our efforts, furthermore 81% of Patients state they have no interest in knowing more about any health topics.**

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:*

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

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

- **PPG have a dedicated notice board in the Patient waiting room which is updated every 2 weeks.**
- **Information available on the Practice website.**
- **Patient survey conducted every year.**
- **PPG newsletter published from January 2015.**
- **PPG randomly undertake discussions with patients in the waiting room.**
- **Provision of PPG promotional stand and face to face discussions at the annual Flu Clinic.**

*How frequently were these reviewed with the PRG?*

**PPG meetings are held on a monthly basis and the sources of Patient feedback are discussed and reviewed at these meetings.**

### 3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i> <b>Development of a PPG / Practice newsletter to better inform patients of the work of both and to better engage with patients.</b> <b>Informing patients who might not use services too regularly of what can be offered at the practice, and which members of staff cover these.</b></p>
<p><i>What actions were taken to address the priority?</i> <b>PPG meetings held jointly with practice representatives to agree on format / content of newsletter.</b> <b>Draft newsletter prepared by PPG and circulated for discussion / suggestions on improvements.</b> <b>Agreed first newsletter published for hard copy distribution.</b> <b>Target date for first edition agreed as January 2015.</b></p>
<p><i>Result of actions and impact on patients and carers:</i> <b>Patients / carers better informed as to the working of the PPG and how they can provide a voice back to the practice on behalf of users.</b> <b>Patients brought up to date on the practice staffing and range of services which are provided.</b></p> <p><i>How were these actions publicised?</i> <b>Newsletter – self publicising.</b></p>

## Priority area 2

### *Description of priority area:*

**Provision of a defibrillator unit for public access.**

**The PPG recognised that these units have been in the news and were keen to explore the possibility of providing one for use both in the surgery and to be made available for wider public use if viable.**

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

**The Practice Manager was requested to investigate possible purchase costs and look into a joint funding arrangement with local organisations (e.g. local council). The PPG considered that the practice would be best placed to do this.**

**Target date for confirming funding possibilities August 2014 and, if arrangements can be made, to have the unit in place for use September / October 2014.**

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

**Joint funding agreed with council and unit purchased and in place in the surgery by target date, with agreement that this can be accessed by the adjacent community centre for use too.**

### *How were these actions publicised?*

**Planned to publicise in the proposed newsletter but, as the procurement went ahead so smoothly and the unit was in place, initial publicity by word of mouth and liaison between the practice and community centre, with further publicity via website / newsletter when the opportunity arose and mentioned in the local Council Newsletter.**

### Priority area 3

*Description of priority area:*

**Replacement or upgrade of in surgery TV information system which many patients complained to the PPG about.**

*What actions were taken to address the priority?*

**The issue was raised with the Practice Manager and he confirmed that funding had been withdrawn and there is no facility to update the information.**

**Practice Manager requested by PPG to obtain quotes for suitable alternative system providers with the proviso that any new system should be capable of being updated / upgraded 'in house' rather than having to rely on outside input with possible added costs.**

**Target date for quotes November 2014 with a view to installation by March 2015, subject to suitability and cost.**

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

**The Practice Manager has been in constant contact with Hardwick CCG who has confirmed that there is funding available and we are still waiting for this to be released.**

*How were these actions publicised?*

**Not yet published.**

## **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 issues raised last year and the progress to date is as follows.**

- |   |   |
|---|---|
| <b>1. Raise Patients' awareness and understanding of the PPG.</b>           | <ul style="list-style-type: none"><li>• <b>The PPG have now devised a publicity leaflet and it has been distributed in the surgery, local chemists and will be attached to prescriptions.</b></li><li>• <b>An advertisement was placed in local news letter and Parish Council magazines.</b></li><li>• <b>The PPG regularly update notice boards in surgery waiting room.</b></li></ul>        |
| <b>2. Raise patients' awareness of Practice website and what it offers.</b> | <ul style="list-style-type: none"><li>• <b>The PPG have included an article in their publicity leaflet which has been circulated to Patients as above.</b></li><li>• <b>It was also used as a question in this year's Patient Survey when 58% of patients said they were aware that the website existed, 21% said they were not aware and 15% said they did not use the internet.</b></li></ul> |
| <b>3. To seek out the views of younger Patient Group.</b>                   | <ul style="list-style-type: none"><li>• <b>PPG members have attended surgery on a number of occasions throughout the year to canvas the views of our younger population but no one has shown an interest as yet.</b></li><li>• <b>PPG members have attempted to source out any local social Clubs or Societies but again without success.</b></li></ul>   |

#### 4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **25<sup>th</sup> March 2015**

How has the practice engaged with the PPG:

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

- **PPG promotional activity as detailed above.**
- **Practice Manager liaison with attached staff providing services to specific Patient groups e.g. Health Visitor, Midwife and Community Matron**
- **GP liaison with Community Support Team..**

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

**Yes**

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

**Yes these were agreed by the PPG at a variety of PPG meetings throughout the year. PPG produced the action plan which has been worked to.**



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

- ***Improvement in communication between Patients and the Practice has allowed increase focus on areas identified by Patients as priorities eg on line services, early morning extended hours.***

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

- **Continues to require considerable input from Practice Manager due to difficulties in encouraging new recruits to the PPG.**

**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)