

Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Penryn Surgery

Practice Code: 82006

Signed on behalf of practice:

Date: 24th March 2015

Signed on behalf of PPG:

Date:

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

Does the Practice have a PPG? YES / NO YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Three evening meetings per year																																					
Number of members of PPG: Approximately 25																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>47%</td> <td>53%</td> </tr> <tr> <td>PRG</td> <td>50%</td> <td>50%</td> </tr> </tbody> </table>	%	Male	Female	Practice	47%	53%	PRG	50%	50%	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>14%</td> <td>28%</td> <td>10%</td> <td>9%</td> <td>11%</td> <td>10%</td> <td>10%</td> <td>8%</td> </tr> <tr> <td>PRG</td> <td>0%</td> <td>7%</td> <td>2%</td> <td>5%</td> <td>28%</td> <td>30%</td> <td>22</td> <td>6</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	14%	28%	10%	9%	11%	10%	10%	8%	PRG	0%	7%	2%	5%	28%	30%	22	6
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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	8051	63	1	8745	19			
PRG	25	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
Practice	35	13	11	2	50	52	59		5	55
PRG	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:

When the PPG was set up groups of patients in terms of gender, age, disability, working, out of work, single mothers etc were invited to ensure a representative sample. This exercise has been repeated.

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

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

To ensure the engagement of the Tremough University students the practice have a table and stand in the University refectory on an bi annual basis. This is manned by the Practice Manager and a Students Union representative.

2. Review of patient feedback

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

Each January a survey of approximately 500 patients is undertaken. We wanted to ensure the feedback is a true reflection of ALL patients views rather than just those that wanted to participate and therefore **eliminate the problems of self selection bias**. To do this each GP was given 30 feedback forms, as were Practice Nurses and Councillors. Volunteers from the “Friends of Penryn” registered charity ensured that ALL patients leaving their consultation completed the survey.

How frequently were these reviewed with the PRG?

The survey results were reviewed by the PRG on 12th March and the patient comments also discussed at the meeting. As the same survey has been used for four consecutive years the PRG group was able to analyse the four year trends in the results. The full results are published on the practice website.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Improve access to GP's</p>
<p>What actions were taken to address the priority?</p> <p>More appointments are being made available online. This will take away the need to phone at 8.00am for a non urgent appointment on the day.</p> <p>Monitoring of available book in advance slots by our Front of House manager – releasing future slots as required and available.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Improved ability by patients to book appointments in advance that are with their doctor of choice and a convenient time.</p> <p>Publicised by posters in the surgery</p>

Priority area 2

Description of priority area:

Doctor Continuity – GP of choice

What actions were taken to address the priority?

A policy to have as many GP's at the practice to be a Partner and a significant reduction in GP locum usage (excluding maternity cover).

Allow reception to open up advance slots to patients to allow them to see their normal doctor if the consultation relates to a long term condition.

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

All 13 contracted GP's are now partners (previously nine Partners and four salaried GP's), with the exception of one salaried doctor who is a retired Partner and works "half" time. Locum usage (excluding maternity cover) reduced by 78%

Improved doctor continuity.

Publication not necessary as pts advised when they are speaking with reception

Priority area 3

Description of priority area:

Health promotion – In particular obesity and the effect it has on some long term conditions

What actions were taken to address the priority?

Cornwall Healthy Weight ran a programme in the waiting room from October to December, sign posting patients to their January fitness programmes

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

General awareness of the dangers of obesity raised in the Practice. Publicised by posters in the Surgery

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):

Parking – A long term problem. Considerably eased by appointing a local firm to fine users of the car park who were not visiting the surgery.

Continued review of the trends in the survey

Numerous small changes and improvement made to the practice, eg, leaflets, posters, patient awareness to drug wastage.

4. PPG Sign Off

Report signed off by PPG: Approved by Simon Hill, PPG lead

Date of sign off:

How has the practice engaged with the PPG:

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

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

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

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

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

The whole purpose of the PPG was to engage and listen to our patients. We have endeavoured to contact all parts of our practice population including minority groups. The practice receives feedback from many sources, not just the survey. The PPG was completely involved in setting the above priority areas and action plans. The service we offer has improved due to the action plans.

The practice genuinely and enthusiastic supports working with the PPG. It has now become an established and valued sounding board for the practice.

