

Annex D: Standard Reporting Template

Thames Valley Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Kidlington and Yarnton Medical group

Practice Code: K84082

Signed on behalf of practice: Annaliese Owen

Date: 26/03/2015

Signed on behalf of PPG: Chris Robins

Date: 26/03/2015

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)

The PPG holds a meeting once every three months which is always attended by the practice manager and on occasion by the senior partner. In between meetings the PPG circulates emails such as agendas and minutes of meetings to each other and the practice manager. The practice manager encourages communication from and between the PPG and answers specific queries from members when required. These are usually by email but can on occasion be by telephone. The practice manager has an active relationship with the PPG and the members have been pleased to take part in a pilot scheme to make electronic records available to patients.

As seen below, this year the PPG recognised that the group is unlikely to be truly representative of our patient body, so a virtual PPG has been set up. This group supply anonymous responses to emailed surveys.

Number of members of PPG:

10 members attend meetings
50 virtual members respond to surveys (the virtual group (VG))

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50	50
PRG	30 (51% of VG)	70 (49% of VG)

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	19	8	17	13	14	11	8	9
PRG	0	0 (4% of VG)	0 (17% of VG)	0 (17% of VG)	0 (21% of VG)	20 (21% of VG)	70 (13% of VG)	10 (9% of VG)

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	6162	37		430			10	31
PRG	10 (35 in VG)	(3 in VG)		(5 in VG)				(1 in VG)

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice				67	113	64				1170
PRG				(1 in VG)						(5 in VG)

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

Six months ago the PPG noted that it was composed entirely of white British members in the age range 55-80 years and that this was unlikely to be truly representative of the practice population. Despite advertising for more members, no one from any ethnic minority groups volunteered, nor anyone younger than 55 years. The PPG decided to develop a virtual PPG to encourage more patients to have input into their recommendations and decisions (please see below).

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

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:

This year the PPG have attempted to collect feedback from a Comments and Suggestions Box in the waiting room, from the FFT which was implemented in December, from feedback given directly from patients to staff and the practice manager, and since the setting up of a virtual PPG they have also obtained feedback from the use of surveys.

How frequently were these reviewed with the PRG?

This feedback was circulated within the PPG regularly between meetings and then reviewed and discussed at the face to face meetings.

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 589 419">Description of priority area:</p> <p data-bbox="203 464 1308 494">To increase PPG membership and to ensure PPG is reflective of patient body.</p>
<p data-bbox="203 649 887 679">What actions were taken to address the priority?</p> <p data-bbox="203 724 2007 863">The website was updated to include a page devoted to the PPG. The minutes of every meeting are posted on this page and it is made clear that new members are very welcome. News about the PPG is now added to the practice quarterly newsletter and placed alongside practice news in both the Kidlington and Yarnton village newsletters. In addition, both practices have noticeboards with PPG news and all written material makes it clear that new members are always welcome.</p> <p data-bbox="203 908 2024 1046">A virtual PPG has been implemented. Staff actively ask patients if they would like to join a virtual PPG which is invited to respond to anonymous surveys about practice matters from time to time. 50 patients have consented to be emailed in this way, and the group does include patients from other age and ethnic groups. The staff continue to actively encourage patients to join this virtual PPG.</p>
<p data-bbox="203 1133 1312 1163">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1208 2040 1347">Two new members have joined the PPG this year. They have brought energy and new ideas to the group and have made suggestions about priority areas. As a result of increasing the PPG and implementing the virtual group, more patients are able to communicate with the practice team and air their views about our services, staff and facilities. Moving forward, the PPG intends to continue campaigning for more members and to try and reach those patients who may still not have a forum to express their views</p>

Priority area 2

Description of priority area:

Improve usability of website

What actions were taken to address the priority?

The website is now updated weekly to ensure the newsletter is current, the minutes of PPG meetings are included, and new services are publicised. In addition, all forms such as the registration form and travel forms are now available to print from the website.

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

As a result of the above, the website has become more dynamic with changing headline news. Patients can be confident that the information is current and correct. The availability of forms has complemented our provision of online prescription requests and online appointment requests. The PPG visit the website regularly and inform the practice manager of its usability and of any problems. The website is advertised on all practice printed material and is easily found on NHS choices or via any common search engine.

Priority area 3

Description of priority area:

Updating the waiting area and toilets in the Kidlington Surgery

What actions were taken to address the priority?

The PPG reviewed responses from the FFT and the first survey sent to the virtual PPG, and the need for refurbishment of the waiting area of the Kidlington Practice was a common theme in the responses. We are fortunate that our PPG, along with the PPG of Exeter Surgery with whom we share the practice, has a significant trust fund to administer on behalf of the patients. As a result the PPG has requested that the practice manager obtains three quotes for the refurbishment of the toilets and for new chairs to replace those currently in use. The practice manager has organised these quotes.

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

It is anticipated that the Trust mentioned above will sanction the refurbishment of the toilets and new chairs within the next quarter. Once this work is carried out patients will be significantly more comfortable in the waiting room, and the toilets will be enormously improved. Upheaval during the refurbishment of the toilets will be minimal as there is an alternative toilet for patients within the building. These improvements will be announced in our patient news and on the website.

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 PPG has spent some time establishing itself and its function. It sent out a survey in 2013/14 which yielded lots of positive responses about the practice but was of little help in identifying areas for improvement. The PPG is now gaining momentum and is delighted to have input from other patients via the virtual PPG. The new practice manager is keen to involve the PPG in the development of new services within the practice and the PPG are willing to help develop such services and offer opinions and advice. Progress has been made in the development of the relationship between the PPG and the practice, and the practice management team is very pleased to have direct input and help from this patient group. It is anticipated that this relationship will strengthen in the future as the practice involves the PPG in its development in line with the NHS 5 year forward plan.

4. PPG Sign Off

Report signed off by PPG: YES/~~NO~~

Date of sign off: 26.3.15

How has the practice engaged with the PPG:

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

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 practice engages well with the PPG; indeed the engagement of the practice has been vital in developing the PPG to the point at which it is now able to provide constructive feedback to the practice. The PPG itself is heavily skewed towards older patient groups (a problem not unfamiliar in many areas of society). The recently established virtual PPG has been much more successful in attracting a representative sample of patients. The PPG has recently been involved in identifying priority areas; as a result it is hoped significant improvements to the experience of patients will become apparent in the coming year.