

Annex D: Standard Reporting Template

Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **FOWEY RIVER PRACTICE**

Practice Code: L82035

Signed on behalf of practice: Dr M. Waldron

Date: 16th March 2015

Signed on behalf of PPG: **William P Leach**

Date: 16th 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:

There are maintained PPG notice boards in the three practice waiting rooms. The PPG constitution and aims are also displayed along with forms inviting patients to become involved. The PPG has its own section on the Practice website and meeting minutes are now displayed along with newsletters, survey results and any relevant correspondence.

The PPG committee meets monthly with the Practice Manager and one of the partners (usually the senior partner.)

The PPG is currently working with members of the practice to display important health and welfare information for patients, including details of the PPG, on a screen in the Fowey waiting room. This will, if successful, be rolled out in all three waiting areas.

The Chairman meets regularly with the Practice Manager and attends meetings of the Kernow Commissioning Group where possible - reporting back to the committee. The meeting ensures contact with other PPGs in the area.

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:

Membership of the PPG was initially by invitation of the Practice who sought patients they thought might have an interest and be prepared to help establish the group. Recruitment problems led to a drive for new members through personal contact, notices on our PPG boards and letters to patients attending the surgeries. The result has led to our current above constitution number and we currently have a waiting list!

We are constantly seeking to ensure that our membership is representative of the wider practice and we are delighted that we now have two teenagers amongst our number and even more pleased that they have assumed responsibility for our Virtual Group!

They are also currently seeking to establish links with 'young mums' to ensure their involvement in the practice. We are representative in terms of gender while the area, being predominantly white British, is accurately represented.

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**

The practice population has a high percentage of patients who are aged 60+. Our PPG represents this distribution and is currently concerned that the practice should be giving due consideration to the needs of this group. (please see later.)

2. Review of patient feedback

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

- **An IPQ report was conducted during March 2014 and the results analysed and an action plan developed. These are both on the Practice website**
- **A CQC review was conducted in which patients and members of the PPG were interviewed – the outcomes are expected in the next few weeks.**
- **Anecdotal comments submitted to PPG members**
- **Complaints and compliments**
- **Items posted in the suggestions box**

How frequently were these reviewed with the PRG?

Our Agendas always contain an item: 'Feedback from the Practice' which allows the Senior Partner or Practice Manager to review all relevant matters with the PPG.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

ESTABLISHING BETTER INFORMATION SYSTEMS FOR PATIENTS

- **These will include video screens in the waiting rooms of the three surgeries, the content of which will be replicated on the practice website. The first screen has been installed and we will work with partners to establish content. The senior partner has almost completed a presentation which sets out and explains the work of the practice. Photographs, names and profiles of practice staff and PPG officers will be displayed in waiting rooms or on screens.**
- **Agendas and minutes of PPG meetings should be displayed on the practice website**
- **All notice boards will be routinely managed.**
- **The virtual membership will be welcomed and regularly updated – their views will be solicited and represented at our monthly meetings.**

What actions were taken to address the priority?

- **The first screen is in place**
- **Minutes are now on the website**
- **Notice boards are now routinely managed**
- **The senior partner is working on the practice presentation**
- **A different partner has already begun to input data and present clips which the PPG feels will be of interest to fellow patients.**
- **Newsletters will be more regularly submitted to local papers for publication.**
- **Welcome emails have been sent to patients who have expressed an interest in becoming virtual members**

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

- **The first screen has been well received and suggestions for inclusion have been received. These include information on dementia and the benefits of its early diagnosis, the mysteries of the shingles programme, vaccinations available within the practice and those not, information on the flu vaccination programmes etc. Much of this information was seen as reassuring.**

Priority area 2

Description of priority area:

FUNDRAISING

Fowey River Practice is a split site practice being based in three different locations, separated in the case of Polruan by the River Fowey. This raises a variety of problems in terms of ensuring that the same routine equipment is available in all three venues.

What actions were taken to address the priority?

- **We are raising additional funding**
- **To address this problem we are taking a stall at the local Hospital Day .**
- **Our Vice Chairman has been in contact with the Fowey River Lions who are proposing to hold events to support the PPG in its aims.**
- **The committee will work with the practice to agree a particular piece of equipment that is required which we shall then work towards procuring.**

Priority area 3

Description of priority area:

THE DIAGNOSIS AND TREATMENT OF DEMENTIA.

This area has recently created concern to patients following a number of seemingly ‘covert’ tests being suggested at local hospitals and more overtly at our own surgeries.

There has been a little suspicion given the payment to practices for its diagnosis.

What actions were taken to address the priority?

There is clearly a need for education and understanding in this area – our practice is very fortunate in having a fellow with an in-depth knowledge of dementia and we are working with her to present information in a straightforward manner both on screen and in a flyer.

It is likely that we will offer an information evening for patients on this and other areas if there is sufficient demand.

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):

- **Last year we agreed to try to change the telephone system and remove 0844 numbers – this has been actioned and patients phoning in now do so at local call rates.**
- **We agreed to look at ways of addressing patients' DNA'd appointments (patients who did not attend their appointments.) We have studied this problem carefully but have not come up with a complete solution.**
- **We have published a monthly record of missed appointments in all three waiting rooms which has produced some improvement and we are currently investigating the possibility of text reminders.**
- **The PPG has written out to patients about the Care Data Initiative and members have tried to answer individual questions as they have arisen.**
- **As we set out earlier in this report our recruitment drives have been very successful (possibly too successful!) and we now face the very nice problem of managing an over-large committee.**
- **We have been pleased with the results of our last patient survey but acting on advice we will be writing our own tailor-made questionnaire when we seek further patient views.**

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **18th March 2015**

How has the practice engaged with the PPG:

The practice has ensured that there is always at least one partner and the practice manager present at all meetings. There have been occasions when we have had 4 or 5 members of the practice at a meeting! They have contributed information about how the practice operates, the problems they are facing e.g. with an impending retirement and movement of other staff and the recent CQC visit. They have always been receptive to ideas from the PPG and have acted on a number of them e.g. the reorganisation of the telephone system. There is now a clear feeling of 'working together'.

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

Current recruitment campaign targeting 'young mums' (see above.)

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

The practice continues to receive feedback from a variety of sources including patients' views through members of the PPG (who include carers), views from our virtual group and obviously views expressed directly to our GPs which are shared with the PPG when appropriate.

The practice has been very reactive to patient and carer needs reported by PPG members.

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

Yes – The practice and the PPG work closely together on priority areas and the PPG frequently takes a lead on action planning.

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?

**There is no doubt that the service has improved as a result of the action plan (please see previous sections.)
Rather more exciting is the potential for team work in the future – we now have a more dynamic committee with a willingness (if not always the time) to become involved.**

As Chairman of the PPG it is a pleasure to be able to contribute to a practice that always puts patients first.