

# Standard Reporting Template

Shropshire and Staffordshire Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Beeches Medical Practice

Practice Code: M82018

Signed on behalf of practice: Peter Price Date: 23<sup>rd</sup> March 2015

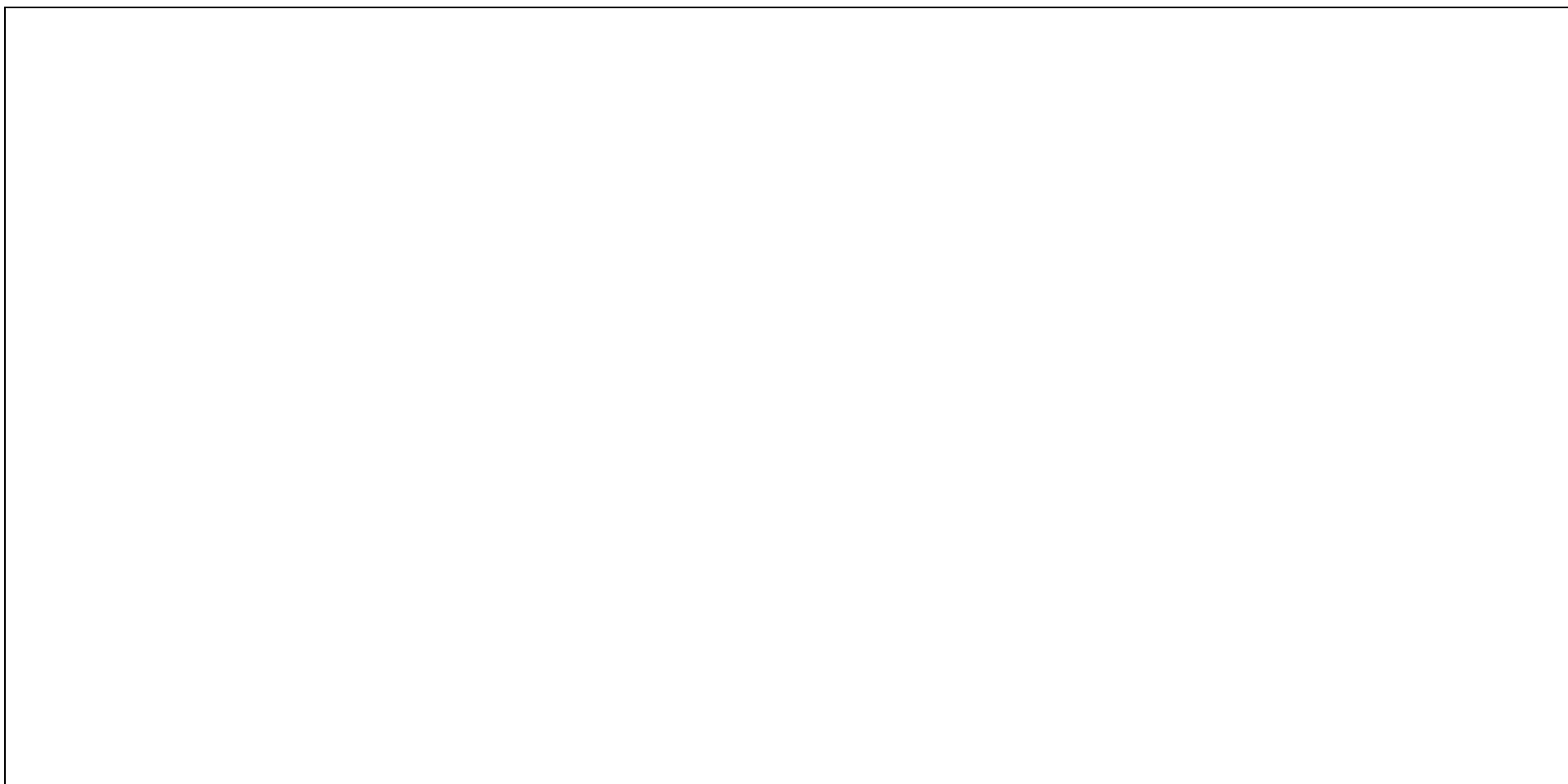
Signed on behalf of PPG: Robin Gough

Date: 23<sup>rd</sup> March 2015

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

Does the Practice have a PPG? YES / NO <b>Yes</b>
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>Regular face to face monthly meetings</b>
Number of members of PPG: <b>17</b>

<p>Detail the gender mix of practice population and PPG:</p> <table> <tr> <td>%</td> <td>Male</td> <td>Female</td> <td></td> </tr> <tr> <td><b>Practice</b></td> <td><b>48%</b></td> <td><b>52%</b></td> <td></td> </tr> <tr> <td><b>PRG</b></td> <td><b>24%</b></td> <td><b>76%</b></td> <td></td> </tr> </table>				%	Male	Female		<b>Practice</b>	<b>48%</b>	<b>52%</b>		<b>PRG</b>	<b>24%</b>	<b>76%</b>		<p>Detail of age mix of practice population and PPG:</p> <table> <tr> <td>%</td> <td>&lt;16</td> <td>17-24</td> <td>25-34</td> <td>35-44</td> <td>45-54</td> <td>55-64</td> <td>65-74</td> <td>&gt; 75</td> </tr> <tr> <td><b>Practice</b></td> <td><b>19%</b></td> <td><b>8%</b></td> <td><b>10%</b></td> <td><b>11%</b></td> <td><b>14%</b></td> <td><b>13%</b></td> <td><b>13%</b></td> <td><b>12%</b></td> </tr> <tr> <td><b>PRG</b></td> <td><b>0%</b></td> <td><b>0%</b></td> <td><b>0%</b></td> <td><b>0%</b></td> <td><b>30%</b></td> <td><b>40%</b></td> <td><b>30%</b></td> <td><b>0%</b></td> </tr> </table> <p><b>Nb the PPG figs have been estimated as actuals not available</b></p>								%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	<b>Practice</b>	<b>19%</b>	<b>8%</b>	<b>10%</b>	<b>11%</b>	<b>14%</b>	<b>13%</b>	<b>13%</b>	<b>12%</b>	<b>PRG</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>30%</b>	<b>40%</b>	<b>30%</b>	<b>0%</b>																																																																	
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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:

**The PPG and Practice undertook a feedback exercise at a number of Flu clinics using the Friends and Family Test. This proved very popular with over 500 (>10% of patient list size) completing the survey. The Practice Manager reported the results to PPG indicating that over 95% of respondents reporting they were likely or extremely likely to recommend the Practice to friends and family**

How frequently were these reviewed with the PRG?  
**The results were reviewed following each initiative.**

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: **Work to having a more diverse and representative PPG**

**The present make up of the PPG is we would imagine fairly typical of many such groups, a mixture of genders of “a certain mature age” and of predominantly a white British ethnic background. The latter aspect is less of concern as the local patient population is predominantly white British but the PPG is more concerned that presently a number of groups are not fully represented in our PPG meetings although of course they are so when it comes to the surveys carried out.**

What actions were taken to address the priority?

**The PPG have recently partnered with the Shropshire CCG with an initiative designed to involve the CCG Youth Champions with the work of the practice and the PPG. Our PPG is the first in the County to engage with the Youth Champions in this manner are we are very hopeful that this will lead to Youth Champions within the practice patient area coming along to our PPG meetings where we will be looking for their input to identify ways in which the youth of our area can provide their views on how the service provided by the practice is for them, how it may be improved and how the PPG can involve the youth more in their activities in the future, perhaps via a virtual group which the Youth Champions may be able to assist us in setting up. The PPG is also hopeful that this initiative will lead to the “You’re Welcome” award being presented to the Practice.**

**The PPG is also in the process of considering the launch of a virtual group across our area. We would potentially be “targeting” certain groups of our patients - carers, disabled, young mothers/fathers, those in care homes, people with chronic illness etc etc - as the PPG recognises the absence of such people presently on the “real” PPG. Whilst this work is far from complete, work is underway with discussions with the Shropshire CCG and the GP Federation already underway to see how they may wish to be involved and potentially assist in the setting up of the necessary infrastructure necessary.**

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

**As the above actions are relatively recent activities and have yet to be finalised to their full potential, it is perhaps a little premature to identify “results” at this stage. Similarly, the PPG wish to progress further with these initiatives before suitable publicity, via our newsletters, is undertaken.**

**The PPG in liaison with the Practice also plan to undertake a programme of further patient surveys in 2015/16, similar to those undertaken in 2013/14, to determine patient views on a range of topics.**





Priority area 2

Description of priority area: **Health Awareness Promotions & Community Involvement**

What actions were taken to address the priority?

**The PPG identified the following health awareness initiatives for the year and have supported them by displaying poster type information, displaying booklets for patients to take, telephone numbers to make contact with the suitable help lines etc. The displaying of information has not only been completed in our two surgeries but also in our locals pubs and shops.**

**Breast Cancer awareness month**

**Movember initiative**

**Prostate Cancer awareness month**

**Ovarian Cancer awareness month**

**Parkinsons awareness.**

**Bowel Cancer awareness**

**Mental Health awareness**

**Dementia awareness week**

**In addition to the above, the PPG have engaged with the Shropshire Councils Public Health team and jointly we are in the process of planning a “HeartAge” initiative evening in the local library in the near future. This will raise more awareness to patients of the need to be conscious of the health of ones heart, offering an online tool which can predict the age of the heart as opposed to ones real age and how the introduction of aspects such as exercise and healthier eating can have a significant impact on lowering the “heart age”**

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

**Obviously very difficult to gauge the results of making patients more aware of health matters but the PPG believes this aspect to be important enough to be continued with.**

### Priority area 3

Description of priority area: **Waiting times for Appointments**

**The PPG has become increasingly concerned about the growing time involved in waiting for appointment with our GP's.**

What actions were taken to address the priority?

**The first action was to discuss this with the Practice Manager and Senior Partner GP at one of the PPG meetings last year.**

**It became clear in this discussion that we needed regular data to be captured to enable all to fully understand the full aspects of this problem rather than rely upon anecdotal views.**

**The Practice now collects data each Monday morning to determine current access times by GP. This is then discussed at each weekly Practice Partner meeting and should the times be deemed unacceptable the Practice will look to create additional sessions via locum doctors. This, of course needs to be set within a context of budgetary affordability**

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

**Any unacceptable 'spikes' in waiting times are smoothed whenever possible**

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 have now set clear and concise objectives. These are discussed and agreed at PPG meetings with Practice representatives to ensure they are acceptable and affordable within resources available, prior to being finalized.**

**Consequently there is now a jointly owned clear vision of patient priorities which is both discussed at PPG and Practice Meetings to ensure it is delivered. These have been incorporated into the Practice Development Plan. Good examples of such would be the Youth Champions and Heartage projects**

4. PPG Sign Off

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

Date of sign off: **13/4/15**

How has the practice engaged with the PPG:

**The Practice Manager, Care co-ordinator, and Dispenser routinely attend monthly PPG meetings, and will remain in attendance for the entire meeting.**

How has the practice made efforts to engage with seldom heard groups in the practice population? **Yes, as covered earlier in this report**

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

**The Practice in liaison with PPG members obtained feedback via the Friends and Family Test. This was described earlier in the report.**

Was the PPG involved in the agreement of priority areas and the resulting action plan? **As the PPG at this Practice has a membership which contains both the Senior GP partner and the Practice Manager, it is natural for us to discuss and agree such priorities and action plans as part of the monthly PPG meetings.**

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

**The Practice employs a Care-coordinator, who's main role is to act as the link between patients and the Practice; particularly in respect of frail and vulnerable patients. The Care Coordinator also provides regular updates to the PPG on her work and various local initiatives.**

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

**No specific comments to add to the above**



