

Leicestershire and Lincolnshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Glebe Practice

Practice Code: C83038

Signed on behalf of practice: K. Cooper

Date: 18/3/15

Signed on behalf of PPG: K. Cooper

Date: 18/3/15

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

Does the Practice have a PPG? <u>YES</u> / NO											
Method of engagement with PPG: Face to face, <u>Email</u> , Other (please specify)											
Number of members of PPG: 34											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	49%	51%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	41%	59%	Practice	16%	8%	9%	11%	16%	14%	15%	11%
			PPG	0%	0%	0%	3%	12%	38%	41%	6%

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	86%	1%	1%	1%	1%	1%	1%	0%
PPG	100%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%
PPG										

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:

We advertise our PPG both in the waiting rooms and in our newsletter. We have registration forms at the reception desks in the hope that we can capture all patients that come into the practice and invite them to join the group. We notice that our practice population is predominantly White British and the majority of our patients are aged 45-54. We feel that although our PPG population isn't completely representative of the practice population, it is close. We will attempt to encourage our younger patients to join the PPG as well as those from various ethnic backgrounds.

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

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:

Feedback is via email. The PPG inbox is checked daily by the administration team.

How frequently were these reviewed with the PPG?

We aim to review feedback with the PPG on a quarterly (seasonal) basis. To date we have done a Spring 2015 update.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Assisting patients in online patient services</p>
<p>What actions were taken to address the priority?</p> <p>It was suggested that we train the local library volunteers on how to use the online service so they can share their knowledge with local people who do not obtain computer skills or do not have a computer at home. The practice will reach out to the local libraries and arrange a mutually convenient time/location to provide training and advertise this to our patients.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This is still a work in progress and will be reviewed and publicised in the next update.</p>

Priority area 2

Description of priority area:

Unattended appointments

What actions were taken to address the priority?

The practice publishes monthly numbers, via waiting room posters and the newsletter, outlining the number of unattended appointments. Online appointment booking means that patients take responsibility for their own appointment booking which we hope will decrease unattended appointments. Patient can also cancel their appointments online. The use of text message appointment confirmations and reminders should also urge patients to attend their appointments.

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

We plan to audit the number of unattended appointments over a period of time and share the results with the PPG as well as publicise them via waiting room posters to the whole practice population. We believe that the introduction of online appointment booking and text message reminders will show a decrease in the number of unattended appointments and would like to prove this in our audit. We hope this will have a positive impact on patients and carers as more appointments will be available.

Priority area 3

Description of priority area:

Sharing the role of the District Nurse with the patient population

What actions were taken to address the priority?

It was suggested by a member of the PPG that we include a description of the District Nurse aspect of the practice in our next newsletter so that patients understand what the District Nurses do and how the practice works with them.

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

Our Spring newsletter is in production and will include an article about the District Nursing team. We hope that the impact on patient and carers will include a better understanding of how community primary care works and what to expect from the services provided. It should also clarify what the practice nurses do and what the district nurses do.

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):

Not applicable – PPG started in November 2014