

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Beechdale Medical Group (Beechdale & Boulevard)

Practice Code: C84704 & C84650

Signed on behalf of practice: Amanda Magee Shelley Taylor

Date: 11/3/2015

Signed on behalf of PPG: Doreen Brooks

Date:

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

Does the Practice have a PPG? YES

Method of engagement with PPG: Face to face, Email, Telephone, Posters, Website,

Number of members of PPG: 10

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	2811	2661
PPG		

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	111	571	790	781	763	575	449	427
PPG	6							

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	1494	20	0	150	62	28	23	4
PPG								

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	127	263	17	27	113	88	62	17	0	
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 have endeavoured to secure a good representative of our diverse population of patients by trying to recruit members from all gender, ethnicity, age ect by advertising the opportunities via our patient notice boards, websites, patient leaflets and by hear say.

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?

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: We have had feedback from a variety of sources, from the patient reference group, patient survey, patient comments and suggestion box, mjog, friends and family cards and from the staff that have interacted with the patients themselves and have forwarded comments to us.

How frequently were these reviewed with the PRG? ¹

We have a meeting every three months but communicate via email and telephone with our PRG. The next meeting is scheduled for April 2015.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Online appointment

What actions were taken to address the priority?

We contacted the appropriate services to enable the electronic functionality within our clinical system to be switched on, and our website administrator, advertised the up and coming facility on our notice board and produced appropriate literature to advise patients. We up dated our website and added the information to our practice leaflets.

Result of actions and impact on patients and carers:

¹

The services that we have put in place will help patients to access our services from within their own homes, which will be more convenient.

How were these actions publicised?

Website, notice board, leaflets and PRG group meetings.

Priority area 2

Description of priority area:

Online appointment/ On line health record summary

What actions were taken to address the priority?

We contacted the appropriate services to enable the electronic functionality within our clinical system to be switched on, and our website administrator, advertised the up and coming facility on our notice board and produced appropriate literature to advise patients. We up dated our website and added the information to our practice leaflets.

Result of actions and impact on patients and carers:

The services that we have put in place will help patients to access our services from within their own homes, which will be more convenient

How were these actions publicised?

Website, notice board, leaflets and PRG group meetings.

Priority area 3

Description of priority area:

EPS

What actions were taken to address the priority?

We have communicated with the EPS facilitators and have arranged appropriate training days and a go live date to enable us to move forward with this service.

Result of actions and impact on patients and carers:

The services that we have put in place will help patients to access our services from within their own homes, which will be more convenient

How were these actions publicised?

Website, notice board, leaflets and PRG group meetings.

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 practice plans to continue to advertise and encourage its patients to consider joining the PRG in order to gain a wider range and ethnicity representation of its member is still on-going and even more challenging due to the practice merger. We continue to advertise the PRG on our websites requesting for new members. There is an information folder for patients to read which is situated in the reception areas. The information in the folder explains all about what happens at meetings and how the join, we have managed to recruit one new member and have merged the two PRG members into one larger group.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 11.3.2015

How has the practice engaged with the PPG:

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

We try to engage these populations by ensuring that we use language line, braille, hearing loops, disabled access, leaflets in different languages, utilising our website, leaflets and good signage within the premises

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

We receive feedback from patient reference group, patient survey, patient comments and suggestion box, mjog, friends and family cards and from the staff that have interacted with the patients themselves and have forwarded comments to us

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

Yes and minutes are available for inspection.

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

The services that we have put in place will help patients to access our services from within their own homes, which will be more convenient, provide more choice and information is more accessible to all of our patient groups.

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

We welcome the fact that we are now a merged practice and we are encouraged by the positivity and feedback that we receive from all of our PRG group members. We work well and collaboratively with them and endeavour to produce the high standards that they expect from us.

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshiren Nottinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshiren Nottinghamshire-gpnotts@nhs.net