

Standard Reporting Template – Patient Participation DES 2014/15

Surrey & Sussex Area Team

Practice Name Matlock Road surgery

Practice Code G81684

Signed on behalf of practice

Date 31st March

Signed on behalf of PPG

PPG does not have a single representative

Date

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)	Email and letter
Number of members of PPG:	37

Detail the gender mix of practice, population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	1447	1555	Practice	615	267	273	345	610	395	274	223
PPG	15	22	PPG	-	-	-	8	10	7	6	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								
PPG								

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

Unable to complete this as we have not always collected this information. Only started 2 years ago, so our numbers would not be accurate

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 know that the majority of our patients are white, British and in the older age range brackets. The majority of our PPG members also fit into these categories. We would like to recruit some younger members for our PPG but have been unsuccessful in trying to persuade our younger patients so far.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community? YES

YES

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

We have two homes in our practice area for young adults with learning difficulties. The homes were contacted and asked if they had any patients they thought suitable to be on the PPG. One name was put forward, but after explaining the purpose of the PPG to him, he decided not to take part. We are in close contact with the homes and keep them informed of any changes which may affect them and the treatment of their residents. We have a group of Chinese patients as one of our GPs speaks Cantonese and is always in demand. We recruited a patient from this group who is on our PPG. It is difficult to communicate with many of our Chinese patients because they do not speak English confidently.

2. Review of patient feedback

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

Please see attached page which lists these.

How frequently were these reviewed with the PRG?

We make contact with our PPG every 2/3 months. We keep them informed of what is happening in the surgery, any changes which are being made, any locality news which may be of interest to them and always ask them for feedback with specific and general subjects. Our PPG opinions seem to be broadly in line with the areas highlighted in the patient survey. We discussed the fact that our Practice Nurse's room needed to be more secure, so there is now a lock on the door. The areas highlighted in the Action Plan will be thoroughly reviewed in conjunction with the PPG feedback, but we will also ask for feedback on anything else they wish to discuss, which they feel would help to improve the service offered by the surgery.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area:
Please see attached Action Plan for all 4 areas highlighted in our patient survey
What actions were taken to address the priority:
Result of actions and impact on patients and carers (including how publicised):

Priority area 2

Description of priority area:

What actions were taken to address the priority:

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

Priority area 3

Description of priority area:

What actions were taken to address the priority:

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

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)

Free text
<p>In the previous survey which was carried out 2 years ago, there were some issues raised.</p> <ol style="list-style-type: none"> 1. Patients need to be reminded to book in at reception when attending for an appointment. A reminder notice has been put in reception and staff were asked to check the waiting room for anyone they were not sure had booked in. This seems to have resolved the problem 2. A request for the practice to be on line. This has now also been resolved. We have set up our website and will be going live with booking of appointments and requesting of prescriptions for patients.

4. PPG Sign Off

Report signed off by PPG: YES / NO	YES
Date of sign off:	31 st March, 2015
How has the practice engaged with the PPG:	Regular newsletters and messages sent to all members. Hoping to arrange a meeting at the practice in 2015 for a general discussion
How has the practice made efforts to engage with seldom heard groups in the practice population?	We invited in some young people from Right Here. They interviewed our GPs and looked at the reception area and sent us some feedback. We also took part in a film they made for the benefit of young people. We have had 2 meetings with the managers of the Learning Disability homes in our area and our GPs. This is a useful way of communicating any difficulties and ensuring that our patients are receiving care that they are happy with. Our GP who speaks Cantonese has a good relationship with our Chinese patients and is highly thought of by

	them. She will sometimes help with communication difficulties they may be having
Has the practice received patient and carer feedback from a variety of sources?	Yes, please refer back to the attached page
Was the PPG involved in the agreement of priority area and the resulting action plan?	Yes, although all the areas are ongoing pieces of work which will require further consultation and work by members of staff and the PPG
How has the service offered to patients and carers improved as a result of the implementation of the action plan?	We think it will improve communication between patients and the practice and alert our staff to the areas which need more work. They would then be more aware of any feedback or issues that directly relate to the Action plan areas
Do you have any other comments about the PPG or practice in relation to this area of work?	We are very keen to have a PPG and as much feedback from patients as possible. It is very helpful to receive comments from those who use our service

Please see the published Action Plan on our website

The link is : <http://www.matlockroadsurgerybrighton.co.uk/>