

Standard Reporting Template

NHS England (Wessex)
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Bury Road Surgery

Practice Code: J82084

Signed on behalf of practice: *Mike Porter*

Date: 17/3/15

Signed on behalf of PPG: *John Buchanan*

Date: 17/3/15

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

Does the Practice have a PPG? YES / ~~NO~~

Method of engagement with PPG: Face to face, Email, Other (please specify): *Primarily face to face but also 'virtual' group through email*

Number of members of PPG: *15 attending members, 423 in 'virtual' group*

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	51.3	48.7
PRG	73	27

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	15	8.2	10.5	11.3	17	14	11	13
PRG	0	0	0	13.3		6.7	40	40

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	91.11	0	0	1.3	0.4	0.2	0.6	0.7
PRG	100	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1.66	0.07	0	0.3	0.4	0.3	0.07	0	0	2.8
PRG	0	0	0	0	0	0	0	0	0	0

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:

All patients are encouraged to join the 'virtual' group by providing an email address for contact and to volunteer for any vacancies on the attending group. The latter group inevitably tends to be older and retired patients who are available to attend meetings – this group is limited to 15 for practical reasons. It is extremely difficult to achieve a fully demographically-representative group due to the small numbers involved. We have actively encouraged a wider age range to be involved and have achieved some success within

our 'virtual' group. With regard to ethnicity, 'White British' account for over 90% of our population and no other single ethnic group account for more than 2% of our population. Again we actively encourage participation at registration but with little success so far.

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:

We have representation on the following:

Fareham & Gosport Community Engagement Committee (CEC)

Gosport Locality Patient Group

Also:

Bury Road Surgery Patient Surveys

Items or complaints submitted directly by patients

How frequently were these reviewed with the PRG?

At the quarterly PRG Meetings held on 2/7/14, 15/10/14, 13/1/15 and 17/3/15

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><i>Management and availability of appointments</i></p>
<p>What actions were taken to address the priority?</p> <p><i>Introduction of telephone triage of urgent cases Increase in telephone consultation appointments Holding more 'emergency' slots Text messaging appointment reminders Use of Nurse Practitioner to cover GP absence</i></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><i>Improved access Reduction in DNAs Telephone consultations have proved popular</i></p> <p><i>We placed a poster in the practice highlighting the priority area, the actions we took and the results of those actions</i></p>

Priority area 2

Description of priority area:

Provision of female GP sessions

What actions were taken to address the priority?

*Initially retained a female locum GP for 1 session per week, quickly increasing to 2 per week.
In June 14 we recruited a salaried female GP to provide 4 sessions per week*

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

Very positive patient feedback allowing patient choice in gender of GP.

Recruitment was publicised in practice, on website and by receptionists on telephone and face-to-face.

Priority area 3

Description of priority area:

Information regarding Bury Road Surgery

What actions were taken to address the priority?

Improved practice website

On-line repeat prescription service

On-line booking service

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

Positive feedback from patients

Good uptake for on-line services

Services publicised by posters in practice and on practice website

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):

There have been significant improvements in addition to those mentioned above

- *We were located in poor practice premises with consulting rooms over two floors with no lift and also poor privacy for patients*
- *Relocated into GWMH – new premises meeting all H&S and patient requirements.*
- *Achieved CQC approval*
- *Achieved patient approval of new premises and changes*
- *Provision of in-practice Physiotherapy (AQP provider)*
- *Hosting of Diabetic Retinopathy service.*

4. PPG Sign Off

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

Date of sign off: 17/3/15

How has the practice engaged with the PPG:

Quarterly group meetings, minutes sent to 'virtual' group and published on website. Interim updates as necessary.

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

Encouragement of under-represented groups to engage. Attempt to consider likely views unrepresented groups when making decisions.

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

Yes, as listed in document

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

Yes, priority areas were decided on by the PPG and action plans agreed.

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

The aims of the action plans have been achieved and the PPG and practice have received positive feedback from the wider patient population. The practice is going through a period of significant change and the PPG is being kept informed of changes and involved in decision making when possible.

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

No

