

## Annex D: Standard Reporting Template

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

Practice Name: Moorlands Medical Centre

Practice Code: M83079

Signed on behalf of practice:  Date: 24.03.15  
Fran Fairhurst (Practice Manager)

Signed on behalf of PPG:  Date: 24.03.15  
David Graham (PPG Chair)

### 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)	Face to Face, Email and Monthly Meetings
Number of members of PPG:	14 plus 2 Virtual members

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4332	4578
PPG	8	8

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1575	740	984	1103	1386	1132	1109	881
PPG				1		2	11	2

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	8857	9	0	0	1	3	1	14
PPG	16	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	5	2	2	12	9	1	0	2	0	4
PPG	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:

The Staffordshire Moorlands has a very low none White British population. 30% of the population live in rural areas with lower than average household income.

The main problem of recruitment is getting younger members of the PPG despite recruitment drives with specific emphasis at the child bearing age groups and trying to establish a larger virtual group. The broadening of our representative base is still a key action for the PPG and specific recruitment events are planned for 2015. The PPG will be hosting an in-house practice campaign alongside the N.A.P.P national PPG Awareness Week 1<sup>st</sup>-6<sup>th</sup> June 2015. PPG Awareness Week aims to promote the role and

benefits of PPGs to patients, the public and health professionals, to create more understanding of the value of true patient participation also to promote the support available from N.A.P.P. A key area for this in-house campaign will be the recruitment of additional virtual members.

The PPG is made up mainly of middle aged and retired individuals who are keenly interest and involved in developing the service to Patients by the Practice.

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

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

The practice has a Care Home Nurse Practitioner who represents the nursing and residential home patients at PPG Meetings.

There is a local Care Homes Meeting where all nursing, residential and practice staff attend, particularly the Care Home Nurse Practitioner. Information and updates are then fed back to the PPG monthly meeting.

## 2. Review of patient feedback

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

During 2014/15 the PPG reviewed the Practice Improvement Survey to reduce it in length as requested by many patients during the 2013/14 Survey. A new questionnaire was developed and used for the Survey which took place in September/ October 2014. Over 350 Questionnaires were completed by Patients and these were analysed by the PPG members. The Practice management in conjunction with the PPG members have compiled a Practice Action plan which has been approved by the Practice GP Partners at a

**Practice Meeting.**

The PPG members were present when the vast majority of the Questionnaires were completed and so were able to discuss patient concerns and comments and these were subsequently raised at the PPG monthly meeting.

PPG members also assisted Patients to complete the GMC Multi-Source Feedback Patient Questionnaire of the GP's Post Consultation.

Soft patient intelligence is raised at monthly PPG meeting, discussed with the Practice Management present and corrective action, further investigation etc. agreed and reported in the Minutes which are published on the PPG Notice Board.

How frequently were these reviewed with the PPG?

The approved Action plan will be reviewed each quarter by the PPG.

PPG comments and suggestions are discussed on a monthly basis at the PPG meeting.

### 3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="188 363 589 395">Description of priority area:</p> <p data-bbox="188 435 2029 507">The Practice facilities are stretched; require upgrading to meet the latest Infection Control, CQC and DDA requirements. To meet patient expectations as identified from the Practice Improvement Survey.</p>
<p data-bbox="188 571 889 603">What actions were taken to address the priority?</p> <p data-bbox="188 643 2016 794">Practice management in consultation with PPG have submitted a bid for funding from NHS England for a major capital project to increase the number of consulting rooms, upgrade standards of existing treatment and consulting rooms, improve reception and waiting rooms, additional toilet facilities and improvements to car park to facilitate Emergency Ambulance access. Bid submitted by due date.</p> <p data-bbox="188 834 1971 906">An estimate have also been obtained to update the consulting rooms by way of flooring and sinks, and quotes for an updated reception area to meet the standards above but are currently on hold until we hear whether the bid has been successful.</p>
<p data-bbox="188 970 1317 1002">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="188 1042 2022 1193">If the bid is approved it will improve the practice facilities for patients and carers and the staff working environment. There will be additional treatment and consulting rooms, particularly on ground floor level. An increase in the number of car parking spaces available for patients. The reception and waiting room area will be updated, providing better facilities for the patients, e.g. reception desk, waiting room area, confidentiality area etc.</p> <p data-bbox="188 1233 2045 1337">When the project is approved the proposed changes will be the main subject of a Practice Newsletter and no doubt the local press as many patients do not visit the Surgery regularly and do not read the Newsletter. The changes will also be published on the practice website.</p>

## Priority area 2

### Description of priority area:

Change to Prescription Service.

The Practice decided to end the facility for Patients to request Prescriptions by telephone. This was to reduce the number of prescription errors; it is in line with other local practices and in readiness for the Electronic Prescription Service.

### What actions were taken to address the priority?

The PPG were consulted prior to the announcement of the change and were involved at all stages and were able to persuade the practice management to extend the time before the change became effective. They were also party to the discussions with local Pharmacies that support the practice's prescription service.

Information leaflets and posters were placed in the waiting room and corridors announcing the changes that would be taking place. Details were placed on the practice website. A newsletter was published and copies put into the waiting room. A message was put onto all right hand side of prescriptions. When patients initially phoned the new system was explained to them over the phone and the reception team facilitated the changes with them. Online prescription ordering increased in the practice throughout these changes.

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

This change had an impact on patients and carers because they have always been able to telephone the practice and order a prescription over the telephone for number of years. The Chemist Collection Service supported those patients that do not attend the surgery regularly.

The changes were communicated to all patients via notices on their prescriptions, Newsletter, Notice in the Waiting Room and publicity by the Pharmacies.

The transfer was not without some complaints but on the whole the system is working with the minimum of Patient problems.

### Priority area 3

#### Description of priority area:

Online access by Patients scheduled for implementation by 31<sup>st</sup> March 2015

#### What actions were taken to address the priority?

This has been discussed at PPG meetings and we had a presentation by CSU representative in May 2014 and at the meeting on the 3<sup>rd</sup> March 2015. The PPG group received an update on the Progress and the actual access by patients to Appointments, Prescriptions, viewing medical records etc.

Online prescriptions and appointments are currently available to all patients registered at the practice. The patient has to sign an application form and bring in ID then a username and password letter is given to them.

Newsletters and posters are displayed in the waiting room. The envisage screen is also used to promote the on-line services to patients.

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

Patients are able to order a prescription on-line and book a routine GP appointment on-line.

PPG Minutes, Newsletter, Notices in Surgery and notes on Prescription have been used to advertise the new service to patients.

## 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):

A PPG Group was established at the Practice some years ago but it has developed significantly in the last three years and in particular in the last 18 months when it has become a more integral part in the Practice engagement particularly in the challenges and developments taking place in Primary Care.

The following are examples of the engagement:-

Regular attendance at monthly meetings by a GP.

Attendance at all meetings by Patient Services Manager and also usually by Practice Business Manager.

2 member of PPG attended Practice Staff away day.

3 members are on Locality Group PPG, 2 members regularly attend CCG Board meetings and 1 member is CCG Congress representative for Leek area, 1 member attends the CCG Quality Committee meetings.

PPG representation was given at Local publicity events e.g. Healthwatch etc.

Meeting Agendas cover both Practice and Patient member items.

Minutes published monthly and displayed on Notice Board in Waiting Room.

Members Photos to be displayed on PPG Notice Board in Waiting Room to encourage Patients to contact PPG members.

Practice Action Plan involvement developed from the Practice Improvement Survey described above.

1 member on a number of NAPP working groups and PPG used draft PPG Self- Assessment Tool as part of Project funded by NHS England.

2 PPG members attend the NAPP Annual conference, sponsored by the Practice.



#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:

How has the practice engaged with the PPG:

Practice Management and GP attendance at regularly monthly PPG meetings.

How has the practice made efforts to engage with seldom heard groups in the practice population? PPG members have sat in the waiting room, talking to young mums and dads whilst waiting with young children. Speaking to carers in the waiting room who attend with Learning Disability patients.

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

Yes – Practice and Patient surveys have enabled PPG members to have discussions with a variety of patients when they attend the surgery. Patient comments and suggestions from letters and emails have been discussed at PPG meetings. An overview of anonymised patient complaints is also taken to PPG meetings.

Was the PPG involved in the agreement of priority areas and the resulting action plan? YES, this was discussed at PPG meetings and ad-hoc meetings were also set up to produce the action plan.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? The improvements that have been made to the service offered to patients and carers are identified in the practice action plan.

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

It is the intention for the future of the PPG and the Practice to recruit more virtual members from a wider age demographic mix for the PPG.