

[Name] Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: CLIFTON MEDICAL CENTRE www.cliftonmedicalcentre.co.uk

Practice Code: C87017

Signed on behalf of practice: Sandra Poore

Date: 27th March 2015

Signed on behalf of PPG: Gillian Reeder (viewed and signed)

Date: 27th March 2015

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, Other (please specify) FACE TO FACE													
Number of members of PPG:7													
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	6451	6721			Practice	2752	1326	1751	1617	1878	1593	1179	1076
PRG	1	6			PRG						3	4	
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	12176	1	3	205	0	24	46	70					
PRG	7												

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	31	452	2	34	126	2	0	0	0	0
PRG										

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:

Posters in the waiting room encouraging patients to join the group
 Invitation on our website to join the group

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

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:

At our May 2014 meeting the group:

At PPG request Healthwatch Rotherham joined our meeting where we reviewed the comments that Healthwatch had directly received about our service and from NHS Choices. We discussed how the practice gained feedback on the service, such as written complaints, surveys and ad-hoc verbal feedback. We reviewed both positive and negative feedback and in the main the group were aware of the areas patients had made comments on due to the previous surveys we had run.

At our January 2015 meeting the group discussed:

the early feedback gained from our family and friends test.

the CQC intelligence monitoring report and the update from amendment to our banding by CQC from group 1 to group 3. From this we agreed we would prioritise a practice questionnaire concentrating on our nursing team.

How frequently were these reviewed with the PRG?

As the F and Friends Test is a new initiative introduced January 2015 going forward we have agreed we will review the family and friends test comments at every meeting. This initiative had been delayed by NHSE and it had been hoped by the group that the earlier implementation would have ensured we had more comments to act upon.

Annual review of feedback from complaints, comments from Healthwatch, NHS Choices due May 2015 to build on May 2014 meeting.

As and when the nurse questionnaire has been completed the feedback will be shared at the first available meeting.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Use the F and FT for real time feedback to identify things we do well and things we need to improve on. Review of appointments is an action carried forward from our previous plan.

What actions were taken to address the priority?

Review feedback and agree outcomes at May's 2015 meeting.

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

Priority area 2

Description of priority area: Conduct a survey on the nursing team to highlight what positive comments are made and what we need to improve on.

What actions were taken to address the priority?

PPG to assist with distributing In House survey – outcomes will be reviewed and discussed at a meeting.

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

Priority area 3

Description of priority area: The PPG would like to invite a very active PPG member from the Stag Medical Centre. This would be to share ideas to identify what our group could do differently to take the group forward.

What actions were taken to address the priority?

Invite sent to the Stag PPG.

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):

The Patient Group continued to meet approximately quarterly however we have noted that during the Summer it was difficult to co-ordinate a meeting which most people could attend. The core membership remains stable.

Review of appointments – Due to the unexpected GP partner vacancy with the sad loss of Dr Kapeller this item had been put on hold whilst the practice advertised and ultimately successful recruitment Dr P Vohra in Sept 2014. This item has been carried forward.

0845 item was discharged with the introduction of the new local number 363950

Signage item was discharged as complete with the introduction of new signage

Lack of time during a consultation item ongoing as we agreed to promote the patient information leaflets in conjunction with the next survey we conduct.

Met with Healthwatch – first meeting May 2014 feedback reviewed

The PPG had recognised the practice had done some work to make improvements to the service as identified above. In light of this the PPG decided at September 2014 meeting to wait to review what areas are identified from the Family and Friends test which is real time feedback as patients' comments/opinions can change with the passing of time.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 27th March 2015

How has the practice engaged with the PPG:

Face to Face meetings on an approximately quarterly basis, agenda and minutes with action points and follow up.

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

The PPG is promoted at every opportunity.

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

Yes the group has reviewed feedback from a variety of sources and going forward will continue to do so. One of our members also attends the Rotherham Network Meeting.

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

Yes the group ultimately have made the decisions

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

The group acknowledges that the some work has been undertaken to improve services to patients, and this work is evolving. With the practices involvement we will continue to identify from the forthcoming feedback i.e. F and FT and the nurse survey planned future priority areas.

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

Gillian reviewed the report and had no further comments to add.