

## Patient Participation Reporting Template 2014-2015

Practices are required to submit the patient participation report detailed below.

Please submit an electronic version of this report to [england.bgswh-primarycare@nhs.net](mailto:england.bgswh-primarycare@nhs.net) by **31<sup>st</sup> March 2015**

If you have any queries, please contact Harriet Gill – [england.bgswh-primarycare@nhs.net](mailto:england.bgswh-primarycare@nhs.net)

Practice details: Sixways Clinic

Practice code: L84015

**Stage one – validate that the patient group is representative**

Demonstrates that the PRG is representative by providing information on the practice profile:

<b>Does the Practice have a PPG YES/NO</b>	<b>YES</b>
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Practice population profile	PRG profile	Difference
<b>Age</b>		
% 18 – 24 - 7.1%	% 18 – 24 - 0.0%	0.0%
% 25 – 34 - 11.3%	% 25 – 34 - 0.0%	0.0%

Practice population profile	PRG profile	Difference
% 35 – 44 - 16.3%	% 35 – 44 - 0.07%	16.29%
% 45 – 54 - 21.3%	% 45 – 54 - 0.11%	21.28%
% 55 – 64 - 16.1%	% 55 – 64 - 0.0%	0.0%
%65 – 74 - 14.3%	%65 – 74 - 0.16%	14.28%
%75 – 84 - 9.0%	%75 – 84 - 0.26%	8.98%
% Over 85 - 4.4%	% Over 85 - 0.0%	0.0%
Ethnicity		
White	White	
% British Group - 97.0%	% British Group - 0.05%	96.4%
% Irish - 0.5%	% Irish - 0.0%	0.0%
Mixed	Mixed	
% White & Black Caribbean - 0.3%	% White & Black Caribbean - 0.0%	0.0%
% White & Black African - 0.2%	% White & Black African - 0.0%	0.0%

Practice population profile	PRG profile	Difference
% White & Asian - 0.4%	% White & Asian - 0.0%	0.0%
<b>Asian or Asian British</b>	<b>Asian or Asian British</b>	
% Indian - 0.6%	% Indian - 0.0%	0.0%
% Pakistani - 0.1%	% Pakistani - 0.0%	0.0%
% Bangladeshi - 0.1%	% Bangladeshi - 0.0%	0.0%
<b>Black or Black British</b>	<b>Black or Black British</b>	
% Caribbean - 0.1%	% Caribbean - 16.7%	0.09%
% African - 0.2%	% African - 0.0%	0.0%
<b>Chinese or other ethnic Group</b>	<b>Chinese or other ethnic Group</b>	
% Chinese - 0.3%	% Chinese - 0.0%	0.0%
& Any Other - 0.9%	& Any Other - 0.0%	0.0%
<b>Gender</b>		
% Male - 0.50%	% Male - 0.06%	0.47%

Practice population profile	PRG profile	Difference
% Female - 0.50%	% Female - 0.07%	0.46%

<p><b>Differences between the practice population and members of the PRG</b></p> <p>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:</p>	<p>Recruiting younger members is still proving difficult. We will continue to try and recruit a couple of younger members.</p>
<p><b>Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? Eg a large student population, significant number of Jobseekers, large numbers of nursing homes, or a LGBT community</b></p> <p style="text-align: center;">NO</p>	<p><b>If you have answered YES, please outline measures taken to include these specific groups and whether those measures were successful:</b></p>
<p><b>Is the group virtual or face-to-face?</b></p>	<p>The Group is Face-to -face</p>
<p><b>How many members are there on the PRG?</b></p>	<p>Seven</p>

<b>Step 2 – Review Patient Feedback</b>	
Outline the sources of feedback that were reviewed during the year:	Patient survey Comments and Suggestions made to PM and other staff members during the year.
How Frequently were these reviewed with your PRG	Twice a year

Priority Area 1	
Describe the priority area:	Comfort and Décor of waiting area, and windows.
Why was this priority identified:	This was identified as a priority because this appeared to be the section that produced the largest amount of unsatisfactory feedback.
What actions were taken to address this priority	We have had quotes for Chairs, and new windows in the waiting area, and are currently having new windows fitted.
What were the results of the actions and what impact on patients and carers.	We are currently having new windows fitted in the waiting area and also the doctors rooms, this will mean that we will not lose so much heat, and will be able to keep a more steady temperature in these areas for patients and doctors.
How was this publicised.	We have publicised this on our website, on the News page.

Priority Area 2	
Describe the priority area:	Prescriptions – requesting and collection
Why was this priority identified:	Patients were complaining about having to wait in a queue to collect prescriptions to take to chemist.
What actions were taken to address this priority	It was suggested to get patients to ask their chemist to collect on their behalf. It was also suggested that more patients should be encouraged to request their prescriptions online. Electronic Prescribing Service was also mentioned, but was at that point not yet available to us.
What were the results of the actions and what impact on patients and carers.	We have changed to EPS (Electronic Prescribing Service) so patients can just nominate a pharmacy and their prescription goes straight to that pharmacy. We have yet to fully find out the impact this has had on patients, but more patients are signing up for this service, and so far seem happy with it. It does save time for both patients and staff.
How was this publicised.	This service is publicised on our website under News and also Prescriptions

Priority Area 3	
Describe the priority area:	Telephone appointment booking
Why was this priority identified:	Patients sometimes have had difficulty getting through on the phones due to high demand.
What actions were taken to address this priority	We audited the Demand v Appointments and changed the times of some staff hours to try to meet the demand on certain days at peak times.
What were the results of the actions and what impact on patients and carers.	It has made some difference, but demand is currently very high. We need to do another audit on Demand v Appointments later in the year.
How was this publicised.	This has not been publicised.



<b>Progress on previous years</b>
<p>If you have participated in this scheme for more than one year, outline progress made on the issues raised in the previous year (s)</p> <p>Year 1            Changing telephone system to enable more flexibility to re-route calls, also revert to local number. This has been very successful.            New high back chairs for the waiting area, as requested by our elderly patients and their relatives.</p> <p>Year 2            Difficulty getting through on the telephone. This is under constant review, progress has been made but further improvement still necessary.            Online booking of appointments. Promotion of this service has now significantly increased the numbers signed up.            Customer Service Training. Ongoing for new and updates for current staff.</p>

<b>PPG Sign Off</b>	
Has the report been signed off by the PPG	Yes
What date was this report signed off:	20 <sup>th</sup> March 2015

<b>How has the practice engaged with the PPG</b>
<p>How has the practice made efforts to engage with seldom heard groups in the practice population?</p> <p>Posters in the waiting area</p>
<p>Has the practice received patient and carer feedback from a variety of sources</p> <p>We have received feedback from our website, NHS Choices website, the patient survey, comments made by patients to reception staff, clinical staff and managers.</p>
<p>How was the PPG involved the agreement of the priority areas and the resulting action plan?</p> <p>The survey results were discussed at a PPG Meeting, where the priority areas were agreed and action plan made.</p>
<p>How has the service offered to patients and carers improved as a result of the implementation of the action plan?</p> <p>Patients have to spend less time at the surgery, they can get their prescriptions much more quickly by using EPS, and can order prescriptions and make appointments online.</p> <p>The new windows will make for a more comfortable warmer environment whilst waiting to see a GP or nurse.</p>
<p>Do you have any other comments about the PPF or practice in relation to this area of work?</p>

None
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