

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: RIVERBANK MEDICAL SERVICES

Practice Code: C84127

Signed on behalf of practice: Philippa Hutchinson

Date: 23.02.2015

Signed on behalf of PPG: Tony Brewer Chair

Date: 23.02.2015

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) Meetings and activities.
Number of members of PPG: 14

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.65	50.3%
PPG	50%	50%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	19%	9%	13%	11%	15%	13%	10%	9%
PPG						20%	80%	

Detail the ethnic background of your practice population and PRG:

Only 50% of the practice population has Ethnicity recorded therefore reliable statistics not available for practice.

%	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	100%							

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

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:

**Recruitment for members Notices in Waiting Room
Articles in quarterly Newsletters**

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?

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:

Patients were asked if, via a questionnaire in the waiting room, if they would be willing to pass on their email address and contact numbers to the PPG for the purposes of audit and surveys. The questionnaires were gathered by the PPG present in waiting area and questionnaires on reception counter.

There were 79 responders who were then sent a questionnaire by email from the secretary and chairman. Unfortunately due to technical difficulties with transition very few readable responses actually reached the group email.

Also there were a lot of reasons this year why some members could not participate in activities which due to small number of participants remaining delayed the process of collecting and collating the information from this years survey. The group were also busy initiating actions highlighted in the previous year,s survey.

As members of NAPP the group will enquire regarding a professional survey tool which they are willing to pay for to ensure a more successful feedback in future.

How frequently were these reviewed with the PRG?

The responses were reviewed with the PRG at quarterly meeting on 19th Janaury 2015 and then again on 23rd February 2015.

3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>100% of responses answered that they found all aspects of the practice services either very satisfactory or excellent thus leaving little scope to implement any changes.</p> <p>On analysis of the responses received it was noticed that none had ticked the box as being carers.</p> <p>It was decided that a new questionnaire would be produced for the coming year to target this specific, seldom heard, group of patients in the hope that we would secure responses in future. One of the questions would be “what they thought about local meetings arranged by the PPG ,which would focus on their needs and any ideas for improvement to services in the local area , with speakers and advisors in attendance.</p>
<p><i>What actions were taken to address the priority?</i></p> <p>The practice will run a search and identify all carers. This group will be contacted in the first instance, by the practice, to assess the level of interest in participating in future surveys and asking them if there were any particular constraints, ie, time , access to email, support that would put them off participating.</p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p><i>Ongoing</i></p> <p><i>How were these actions publicised?</i></p> <p><i>These actions will be published on the practice and PPG website when completed.</i></p>

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Priority area 2

<i>Description of priority area:</i> N/A

<i>What actions were taken to address the priority?</i>

<i>Result of actions and impact on patients and carers:</i> <i>How were these actions publicised?</i>
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Priority area 3

Description of priority area:

NA

What actions were taken to address the priority?

Result of actions and impact on patients and carers:

How were these actions 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):

An area identified for action in the 2013/14 was that patients would really like to have local healthcare sessions as a group. The group decided to introduce seminars for specific groups ie Carers Diabetes, COPD, Cardiac Health, Asthma .

A seminar for Diabetes was arranged for November 2014. The Diabetic patients were identified from the practice register and the Practice Manager and her staff composed a letter to assess the amount of interest in this project. These were sent to patients asking whether they would be willing for the practice to pass on their details to the PPG. The PPG paid for the cost of this with funds raised. The group also procured additional funding for the venue from the local Neighbourhood Community Big Warsop Fund.

We had over 50 responses wishing to attend this and the group arranged a local venue and for several health professionals to attend, including Specialist Diabetes Nurse and Podiatrist from Kings Mill Hospital.

The seminar was a huge success despite extremely bad weather on the night. There was still a 50% turnout of the responders. The group hopes to continue to hold seminars locally and the patients have expressed a desire for this to continue.

Feedback from the patients who attended the event shows that there was a very enthusiastic appetite to continue as they gained a lot of knowledge regarding self care and management of their condition.

Actions from previous year,s surveys are published on the practice website.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 23.02.2015

How has the practice engaged with the PPG:

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

By attendance at the PPG meetings and via the patient newsletter and notices in waiting room. Verbal feedback from GP's , Nurses and reception staff.

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

Yes . The feedback correlates with the PPG findings.

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

Totally

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

Plan ongoing and the group are optimistic that they have a good response to the next questionnaire and the subsequent seminars. Feedback will be published when available.

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

Our PPG is extremely hands on and enthusiastic for their practice and the community. They give up an awful lot of their time for the activities and do so willingly. There is a pride in their community and they work closely with other organisations locally to fundraise and secure equipment for the practice patients. They produce all the posters and newsletters for the practice and fund the same. They secured funding for a computer to produce the posters and newsletters and will produce and laminate posters for the surgery noticeboards. The group have become invaluable to our practice and we are very proud to have such a proactive group.

The hope is that future seminars will be just as successful as the first and as word spreads about the value of this work we will recruit new members .

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenottinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenottinghamshire-gpnotts@nhs.net