

**Devon, Cornwall and Isles of Scilly Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template**

Practice Name: Rame Group Practice

Practice Code: Y00969

Signed on behalf of practice: Claire Greaves Date: 25/2/2015

Signed on behalf of PPG: Joe Whiting Date: 23/2/2015

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)	
Monthly meetings between chairperson and secretary of PPG with practice manager, e mails and attendance by practice manager and a GP at 2 open PPG meetings each year	
Number of members of PPG: 11	

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4619	5034
PRG	2	9

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	1683	838	905	934	1396	1447	1373	1077
PRG					1	2	6	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	2255	4		825		4		5
PRG	10			1				

	Asian/Asian British					Black/African/Caribbean/Black British				Other
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1	1	8	3	13					6534
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:

The practice has a Patient Participation Group, which is mainly comprised of retirees and patients representing specific care groups, including disability, Parkinson's disease, arthritis, cancer and diabetes. The group has benefitted over the last couple of years as they have been joined by sixth formers from Torpoint Community College to share the views of young people, although there is no current student involvement.

The Patient Participation Group is proactive in going out to talk to different local groups, for example parent and toddler groups, to promote the practice's services and to see feedback. The chair-person of the PPG works in a local charity shop and promotes the group in the local community through that. The group places information folders in the surgeries, which includes:

- composition of the PPG
- meeting dates
- approved minutes and reports (also on the practice web site)
- request for new members, aims and objectives
- PPG news bulletin

The group is mindful that meeting during the working day is not helpful for those at work, so the secretary set up a PPG email address. This is promoted using a poster in the waiting room and contact details slips, which are actively promoted during evening surgery. Two open meetings are held each year, one in Cawsand and the other in Torpoint to promote wider access to the local community. The chair and secretary of the group attend bi-monthly umbrella group meetings to keep abreast of national initiatives, share experiences, receive support and guidance.

The practice population is predominantly made up of white European patients, which is reflected in the composition of the Patient Participation Group. The doctors of the practice are promoting the group to patients from ethnic backgrounds to stimulate interest in the group, by seeking to identify possible PPG members during consultations with people from an ethnic background.

The practice has been proactively trying to collect information on ethnicity of patients, however at this point we do not have this information for 6249 patients, so the analysis in the table above should be viewed with caution. Based on our knowledge of the

local area, most of these patients are likely to be white.

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:

During the monthly meetings, the chair person and secretary of the Patient Participation Group (PPG) and practice manager consider feedback from:

- Items raised directly with members of the PPG
- Points raised by PPG meeting with various local groups
- Complaints and compliments by patients to the practice

The practice has implemented the Friends and Family test and the PPG have decided that it is not worthwhile doing a specific patient survey this year, in advance of the surgery move from Antony and St James Road surgeries to Penntorr Health.

How frequently were these reviewed with the PRG?

During monthly meetings with the practice manager.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Signage for Cawsand Surgery not adequate as feedback received that ambulance service and patients have missed it.
What actions were taken to address the priority? The Friends of Cawsand Surgery have been asked by the partners to provide financial support for and arrange a new sign, which will be visible from the road.
Result of actions and impact on patients and carers (including how publicised): Improved visibility of surgery from the road, aiding patient access. Sign will be placed in waiting room thanking the Friends of Cawsand surgery for their support.
Priority area 2
Description of priority area: Actions taken by the practice on patients not attending pre-booked appointments
What actions were taken to address the priority? Approached other practice managers to establish what actions they take for DNAs and reported back to partners. Reviewed patient record system report of patients with DNA flagged on their record.

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

Discussed issue and results of findings at Management Team meeting with partners.

Agreed that no action would be taken at the moment, as there was concern that if we start writing letters that the letter could arrive at a sensitive time for the patient and be upsetting.

Agreed to review the matter again in a year.

Priority area 3

Description of priority area:

Provision for repeat prescription request drop off in Torpoint town, with the move to the new surgery at Penntorr Health being outside the town.

What actions were taken to address the priority?

Meetings arranged with Boots pharmacy in Torpoint and Lloyds pharmacy, the latter being another tenant at the new Penntorr Health property.

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

Agreed that repeat prescription drop off and collection services will be operated from Torpoint town as follows:

Boots – drop off in pharmacy

Lloyds – drop off box at CHATLINK

The pharmacies will arrange for daily collection of requests which will be taken to the surgery for action and then collection, and dispensing ready for the patient to collect from an agreed location or delivery direct to the patient.

This gives patients a choice of repeat prescription drop off point either in Torpoint town with their chosen pharmacy or at the surgery. This facility has been publicised on the practice website, Torpoint and District Advertiser and TYHEE Times.

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 2013/14 report identified the following actions and an update on their status is also shown:

- 1 Seeking a representative from an ethnic background to join the PPG - status ongoing
- 2 Approaching CORMAC Highways to request consideration be given to providing reserved parking for patients in front of Cawsand surgery – status request made and acknowledged. CORMAC to establish viability and decide whether to proceed.
- 3 Implementing an online appointment booking and prescription requesting service – status complete.
- 4 Improving access to doctor appointments – status ongoing. Demand continues to exceed supply, however all patients who need to be seen for urgent medical need are seen on the day.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off.

How has the practice engaged with the PPG:

Monthly meetings between chairperson and secretary of PPG with practice manager, e mails and attendance by practice manager and a GP at 2 open PPG meetings each year. PPG minutes are placed on the practice website.

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

Yes, please see response to “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” above.

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

- Items raised directly with members of the PPG
- Points raised by PPG meeting with various local groups
- Complaints and compliments by patients to the practice

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

Yes, agreed with chairperson and secretary

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

Yes, Cawsand surgery now more visible from the road due to improved signage and improved patient choice for repeat prescription drop off points.

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

The practice has moved from its Torpoint surgeries to new purpose built premises during the year and the PPG have been proactive in promoting the move, supporting the practice keeping patients informed and showing the new surgery plans at the various meetings that they attend,