

Mattishall & Lenwade Surgeries
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Mattishall & Lenwade Surgeries

Practice Code: D82039

Signed on behalf of practice:



Date: 2.3.15

Signed on behalf of PPG/PRG:



Date: 2.3.15

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)	Email
Number of members of PPG:	27 Members

Detail the gender mix of practice population and PPG:			Detail of age mix of practice population and PPG:						
%	Male	Female	%	25-34	35-44	45-54	55-64	65-74	75-84
Practice	49.17	50.83	Practice						
PPG	26	74	PPG	7	4	15	44	19	1

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups		
	British	Irish	Gypsy or Irish traveller	Other White	White & Black Caribbean	White & Black African	White & Asian
Practice							
PPG	96						4

	Asian/ Asian British					Black/African/Caribbean/Black British			Other
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	
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:

The practice continues to actively pursue new members by means of advertising the group by using the practice website, newsletter, and patient information boards within the surgery and including flyers in all new patient packs.

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 (Lesbian Gay Bisexual Transgender) community? NO

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

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2. Review of patient feedback

<p>Outline the sources of feedback that were reviewed during the year:</p> <p>Patient Survey 2014 Patient Comment Box Friends and Family Test</p>
<p>How frequently were these reviewed with the PPG?</p> <p>Bi-annually</p>

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Waiting Times
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• Time keeping addressed with all clinical staff at monthly MDT meeting• Promotion of double appointments for complex problems• Patients signposted to other appropriate help E.G Pharmacist• Staff to inform patients of current waiting times on a regular basis during each surgery
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• All clinical staff make time keeping a priority• Extended appointments advertised in the surgery and Doctors actively encourage appropriate patients to book accordingly• Articles published in patient newsletter promoting self help/pharmacist• Staff keep patients regularly informed of waiting times. <p>The practice acknowledges that at times clinical staff run late especially if there has been an emergency within the surgery but have found that if patients are kept well informed of the time they are more accepting and willing to wait.</p>
Priority area 2
Description of priority area: Online Access
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• Surgery website promoted in patient newsletter and new website to be launched in April 2015.• Online appointment booking and repeat prescription ordering now in place via SystmOnline via our website.

- SystmOnline promoted within the surgery, on our website and via the patient newsletter.
- Online booking for Doctors now available at both Mattishall & Lenwade Surgeries with extra bookable slots added to Mattishall rota in December 2014

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

- Greater patient choice for online booking across both sites so patients are able to organise an appointment even when the surgery is closed.
- Patients able to order their medication online

Priority area:

Description of priority area: Newsletter

What actions were taken to address the priority?

- Patient newsletter reinstated in February 2014 and is now published bi-monthly.
- New editions are advertised on our patient self check in screen and Website
- Copies are available for patients to collect from the reception area, waiting room, pharmacy and are delivered to housebound patients along with their medications

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

- Patients are more up to date with new services within the surgery and are able to access them quicker. New services include a prescription delivery service, a weekly session with a health trainer and Age UK advisor

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 surgery has actioned and met all the concerns outlined in the 2014 patient survey. PPG members were contacted and asked if they would like to meet face to face rather than via email and they have requested that we remain a virtual group. The surgery is still actively aiming to recruit new members and will continue to review patient requirements, feedback and comments via the suggestion boxes in both waiting rooms and via the friends and family test feedback forms.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 02.03.2015

How has the practice engaged with the PPG: Via Email

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

Posters, Website, Emails, Flyers

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

Yes

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

Yes

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

Yes

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

Improvement to Website re: Online access