

Standard Reporting Template

NHS England Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Kennedy Way Surgery

Practice Code: L81042

Signed on behalf of practice: *Carol de-Gay*

Date: 13th March 2015

Signed on behalf of PPG: *Liz Wilkie*

Date: 13th 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 the PPG: Face to face, Email, Other (please specify):

We hold quarterly face-to-face meetings with our PPG, we also email between meeting as required and the Chairman/Secretary comes into the practice regularly.

Number of members of PPG: 6-9 members

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other member of the practice population:

- ❖ We advertise our PPG by a designated notice board adjacent to where patients wait at front desk, so that it is prominently displayed.
- ❖ We also have a PPG section on our website (currently in the process of having a new website built).
- ❖ On a monthly basis we post via “facebook” that our PPG is always looking for new members in an aim to attract new members to our PPG, we inform patients that this will be another platform for them to “have their say” so to speak. We plan to take this forward next year and have an open forum within Facebook to run alongside a members only section to aid communication between members of the PPG.
- ❖ PPG members come into practice and talk to patients in the waiting room in an aim to let other patients know the group exists and the purpose of 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? NO

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

We do have a growing Polish population and one of our GPs is polish speaking and has written to each family to explain what we can offer and to promote our PPG.

So far no patient from the Polish Community has expressed any interest in joining our PPG, which given the effort we have made with this cohort of patients is disappointing.

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- ❖ We have a designated Suggestions Box for patients to raise any suggestions.
- ❖ Patients are also able to also feedback via email
- ❖ Patients can also feed back via NHS Choices, which they often do.

Since 1st December 2014 we have offered patients the opportunity to take the Friends and Family Test since, since that time out of the 135 responses received 104 are extremely likely to recommend Kennedy Way Surgery, 30 are likely to recommend and one was neither likely nor unlikely to recommend. Zero number of patients has reported that they would be unlikely, extremely unlikely or didn't know whether they would recommend Kennedy Way Surgery.

We do review patient's comments as they are raised during the PPG meetings.

How frequently were these reviewed with the PPG?

These are reviewed at the quarterly meetings with the PPG.

3. Action plan priority areas and implementation.

Priority area 1

Description of priority area:

Health Education via in house talks to specific cohort of patients by an evening meeting.

The PPG decided to hold a health education event during an evening. They had held these in the past and were received with mixed views, depending very much on what the topic was.

The PPG with support of the practice decided to hold a diabetes update meeting, as this seemed to be something which would be of interest to a lot of our patients.

What actions were taken to address the priority?

We ran a search within EMIS and sent out invitation letters to all our diabetic patients explaining the purpose of the Health Education Evening and we had around 50 patients attend which we were pleased with.

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

It was publicised by sending out invites to all patients with diabetes.

We had a speaker attend who gave a talk about managing diabetes, we also had a GPwSI in Diabetes and our in-house diabetic nurse attend the event and both were available to answer any questions or queries patients had.

We had a good audience and representation from the PPG and practice attend, promoting their group and feedback from the evening was overall very positive in that most patients found it very informative and verbal feedback received was that it was a worthwhile event.

Priority area 2

Description of priority area:

Health Education in-house against NHS event Calendar to promote topical issues via in house display.

What actions were taken to address the priority?

The PPG Secretary, Liz Wilkie contacted NHS England to request promotional materials and also a list of what was going what could be included in the NHS Promotional Calendar in 2015, as the PPG wanted to cover themed days to coincide with those being nationally recommended by NHS England.

For Example, in February the PPG produced a large display on Male Cancer which was eye catching and helped promote male testicular/orchid cancer in the foyer, this ran for the whole of February. A member of the PPG also came in at various times of the month to talk to patients about the PPG and what they do.

In September /October / November there was a flu campaign display consisting of balloons, bunting, posters and the staff wearing a variety of badges again promoting the importance of having a flu jab.

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

Decided to chose 3 or 4 topics per year to coincide with the NHS Calendar of events.

The PPG alongside the practice decided to make more of the flu campaign this year, as it was the first year that PCSA were not sending out patient invites on Practices' behalf and therefore we wanted as many patients as possible to know about the importance of having a flu jab.

Priority area 3

Description of priority area:

To sign up to social media and to provide WIFI for patients in the waiting room.

Facebook was identified as a tool for providing patients with timely information, such as which doctors are available that week, various events in the NHS calendar to promote good health also to try to recruit new PPG members by mentioning our PPG on a monthly basis.

Also to provide WIFI in our surgery so patients can work/access the internet whilst in the surgery.

What actions were taken to address the priority?

We set up a Facebook page and added the Facebook login to our new website (which is currently in production and we hope it will be live by March end). We also advertise this via posters around the practice.

The practice has also purchased Wifi for the waiting room, so that patients can access the internet whilst waiting for their appointments.

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

On a daily basis we post something whether it be a health related hot topic - for example "no smoking day", or on other days we may post something surgery related, depending what is happening/relevant.

On Mondays we always post, which GPs are available that week along with what days they work, so patients know when their own GP is in surgery. As we offer a same day service, this is helpful for patients who particularly wish to see their own GP for continuity and saves them phoning in unnecessarily to find out what day their GP is in. One of our GPs overseas this and a deputy is appointed when the GP is on leave.

On Tuesday and Thursday we post which GP is taking our Badminton Surgery that day.

Feedback so far is that patients like this and surprisingly it isn't just our young patients who follow us on Facebook, ultimately our aim is to attract new members to our PPG to make it a more representative PPG to our patient base.

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):

Free text:

This is the first year practices in South Gloucestershire have signed up to this Enhanced Service. So this is not applicable.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 13th March 2015

How has the practice engaged with the PPG - Via quarterly meetings.

How has the practice made efforts to engage with seldom heard groups in the practice population? - Yate is essentially White British, with very little ethnic minorities. We do have a growing Polish population and have a Polish speaking GP who has informed this group of patients of our PPG, however to date we have had no new members from this group of patients.

Has the practice received patient and carer feedback from a variety of sources? - Yes we receive feedback via our suggestions box, by speaking to members of the team, via Facebook, via email and also in person.

Was the PPG involved with the agreement of priority areas and the resulting action plan? - Yes we discussed what we planned to do and actioned as agreed.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? – Increased awareness of health related matters in an aim to be pro-active with regard to health education. Also that patients are being given health related advice in a variety of ways.

Do you have any other comments about the PPG or practice in relation to this area of work? – Despite tireless efforts on behalf of both the PPG who are absolutely great and the practice, whatever we try doesn't seem to attract any new members and as long standing members (our PPG is in excess of 25 years running) decide it's time to retire from the PPG we are lucky to attract one new member per year. All our members are of a certain age and don't know what else we can try to attract new members.

We have discussed the possibility of a virtual PPG group and this may be something to explore in the coming year.