

Haddenham Medical Centre
Stanbridge Road Haddenham
Bucks
HP17 8JX

Annex D: Standard Reporting Template

Thames Valley Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Haddenham Medical Centre

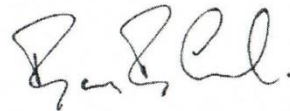
Practice Code: K82028

Signed on behalf of practice:



Date: 20/3/15

Signed on behalf of PPG:



Date: 19/03/2015

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,
Number of members of PPG: 108

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3877	4057
PRG	36	72

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1423	503	686	1064	1193	1079	1106	880
PRG	0	0	0	2	5	45	39	17

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	1113	5	0	1189	16	6	19	26
PRG	108	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0	2	12	9	13	15	0	3	1	0
PRG	0	0	0	0	0	0	0	0	0	0

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:

Details of the Patient Participation group are widely publicised to all patients. Meetings have been held at different times in order to encourage full engagement from patients of all ages, including lunchtime and evening meetings. However our practice has a high number of older patients therefore despite encouraging younger patients to join this has proved difficult.

The Patient Participation group is advertised on the practice website plus we have the support of local websites in promoting 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 have answered yes, please outline measures taken to include those specific groups and whether those measures were successful

1. Review of patient feedback

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

GP national survey

Practice in house survey

Feedback from the PPG Chairman and Vice Chairman

Feedback from the PPG group.

How frequently were these reviewed with the PRG? We meet bi-monthly and review feedback received in practice and also feedback from the PPG on a wide variety of subjects.

2. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 913 459">Description of priority area: Review and feedback on the appointment system.</p>
<p data-bbox="203 612 2018 791">What actions were taken to address the priority? The PPG have reviewed the new appointment system. The new system for on the day appointments requires a telephone triage by a GP, therefore allowing the patient and GP to determine the best way forward. Feedback is given at the PPG meetings and suggestions on how to improve the system are discussed within the resources available.</p>
<p data-bbox="203 1021 2024 1383">Result of actions and impact on patients and carers (including how publicised): Regular feedback from the PPG through the year has been positive in respect of the new appointment system. There remains a request for more appointments to be available online; although the practice currently offers 30% (the minimum required is 20%). However this has caused concern from some patients who do not have access to online services/IT/internet. Recent additions of telephone appointments being available online is still being monitored to see if successful. There still remains concern regarding the access to pre-appointments; despite releasing appointments a week ahead on a daily basis the demand is high. The appointments system is advertised on the websites, and in the quarterly practice newsletter. Concerns have been raised about the impact of new housing on the practice, this has been discussed and the process the NHS follows to increase the funding for the number of clinicians if the practice populations increases.</p>

Priority area 2

Description of priority area:

Increase the number of members of the PPG for both face to face and virtual communications.

What actions were taken to address the priority?

Widespread publicity in house and on local websites. Concentrated efforts by the Vice Chairman to increase the number of patients who wish to keep up to date by e-mail.

Variation in times of meetings – however the evening meetings proved most effective in the numbers attending so this has been retained as the preferred option.

Attendees at the meetings are encouraged to spread the word to other members of the community.

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

Consistently high numbers of patients attend the evening meetings.

Notice board in reception advertises PPG.

Staffs attend the PPG meetings so that they can advise patients on the aims and outcomes of the group.

Minutes of each meeting are produced and publicised on websites.

Priority area 3

Description of priority area:

Fundraising by the PPG for equipment for the practice for the benefit of patients.

What actions were taken to address the priority?

The PPG expressed a desire to fundraise for equipment, in order to achieve this, PPG members started a 200 club draw. The 200 club is independent of the practice and is organised by PPG members. Suggestions for equipment were provided by the practice specifically to consider equipment that would optimise patient care.

It was decided by the PPG that a Doppler machine would be purchased to assist in the treatment of patients with leg ulcers.

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

The PPG advertised the 200 Club amongst members. In addition it has also been publicised on the practice and local websites, in the health news and in the reception area.

Demonstrations of the equipment have been given to the nursing team, the expected outcome is a reduction in nursing time for leg ulcer treatment from 30 minutes to 15 minutes for the Doppler procedure.

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):

Telephone system – due to contract obligations it has been difficult to resolve all the issues in respect of the telephone system, however two extra lines have been purchased and are in use. Options to change provider have been sought from three new providers to utilise the current hardware but to include use of new technology to provide the messaging service requested by patients. A final contract termination fee has been requested from BT.

An additional member of administration/reception staff has been recruited to provide more reception cover in the afternoon.

Practice funds have been used to purchase waiting room equipment to promote self-help in patients such as the waiting room blood pressure machine. Additionally funds have been used to replace clinical couches for better accessibility more suited to our patient population.

PPG members have continued to support the practice in charity fundraising activities.

The weight loss support group – Tyrefighters has been exceptionally successful. The number of members attending has increased whilst the weight loss results are commendable.

3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19/03/2015

How has the practice engaged with the PPG:

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

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

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

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

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