

Shropshire and Staffordshire Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: ALTON SURGERY

Practice Code: M83640

Signed on behalf of practice: J.A. MANLEY Date: 27<sup>th</sup> February 2015

Signed on behalf of PPG: ALTON PPG Date: 17<sup>TH</sup> MARCH 2015

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES / NO <b>YES</b>											
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face and email. Open Day held on 8 <sup>th</sup> September 2015. Practice website.											
Number of members of PPG: <b>10</b>											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	52.75	47.25	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	20	80	Practice	15.7	6.9	9	12.9	15.6	15.1	14.8	10
			PRG	0	0	0	10	10	10	70	0

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	2422	0	0	25	0	0	0	0
PRG	100%	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	4	0	0	0	2	2	0	0	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:

**The twice yearly published Newsletter publishes details of the PPG and asks patients to become Members.**

**The Practice website has a page dedicated to the PPG, with links to an application form to join the PPG.**

**The Practice Jayex has details of how to become a member of the PPG.**

**A poster is displayed in the Practice advertising the PPG.**

**The PPG is open to both genders, all ages and all ethnic backgrounds.**

**As we are a very rural Practice with an aged population and predominantly White British it has been extremely difficult to recruit other members to the Group. Our ethnic minority people are younger, at work, have young families and do not have the time to commit to becoming members.**

**An Open Day was held on 8<sup>th</sup> September 2014 by the PPG to try and promote the Group and recruit new members.**

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? YES

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

As said above, we are a very rural Practice with an aged population and predominantly White British and it has been extremely difficult to recruit other members to the Group. Our ethnic minority people are younger, at work, have young families and do not have the time to commit to becoming members.

## 2. Review of patient feedback

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

The Action Plan produced in 2014 was reviewed by the PPG at their meeting in February

Patients have reported to Members of the PPG of their care and treatment at the Practice

The Open Day held by the PPG on 8th September 2014

How frequently were these reviewed with the PRG? The feedback is reviewed at each monthly meeting.

### 3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="185 384 591 421">Description of priority area:</p> <p data-bbox="185 459 976 496">ORDERING OF REPEAT PRESCRIPTIONS ON LINE</p>
<p data-bbox="185 644 891 681">What actions were taken to address the priority?</p> <p data-bbox="185 719 1843 756">Promotion of this through the Practice Website, within the Practice, by the Dispensary staff and the PPG Newsletter.</p>
<p data-bbox="185 904 1317 941">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="185 979 1973 1051">Every effort is made to encourage patients to use the facility (which also includes the booking of appointments on line). More patients now use the system than last year.</p>

## Priority area 2

Description of priority area:

MERCHANT BANKING FACILITY

What actions were taken to address the priority?

A merchant banking terminal was installed into Dispensary. This took some time to undertake as HIS had to attend to link the machine to a dedicated telephone line as the Practice is on the COIN.

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

As the Practice is situated in a rural area, patients often asked if they could pay their prescription charges by card. The Practice decided to install the system on a trial basis to see how much use would be made of this. However, it has proved to be very successful and has been welcomed by patients. There has been a distinct drop in the amount of cash that is used to pay for prescriptions and other work undertaken by the Practice.

### Priority area 3

Description of priority area:

Patient On Line Access to be implemented by 31<sup>st</sup> March 2015

What actions were taken to address the priority?

The Practice Manager has listened to two Webinars and attended the Protected Learning Event on 5<sup>th</sup> February 2015 where a session was given by NHS England on the subject. The clinical system EMIS WEB has been configured so that when a patient wishes to register for POL, the necessary adjustments to their records can be made.

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

Details of this is on the Practice website with a poster, patient information leaflet, frequently asked questions and an application form being available for downloading. POL is also being advertised with the Practice and the Dispensary staff will promote the new service to the patients who currently use Patient Access.

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):

**ORDERING OF REPEATING PRESCRIPTIONS ON LINE** - The clinical system was programmed so that this could take place. The Practice went from EMIS LV to EMIS WEB in October 2012 and measures were put in place to make sure that the above facility was still in place for patients. This facility was advertised and promoted through posters displayed within the Practice, the Jayex noticeboard within the Reception area and the Practice website. The Dispensary staff promoted the service to patients when they (i) rang for repeat prescriptions (ii) came into the Practice to order a repeat prescription (iii) collected their medication (iv) collected an acute medication following a visit to the GP. The Receptionist helps with the promotion of the service and adapts the system once a patient has registered and provided the necessary documentation for identification. Patients have registered to use the facility and the Practice continues to promote this service

**BOOKING OF APPOINTMENTS ON LINE**- Following the migration from EMIS LV and EMIS WEB, the system was programmed so that appointments each day were made available for patients to book on line. Appointments can be booked on line up to 28 days in advance. Again this facility was advertised and promoted through posters displayed within the Practice, the Jayex noticeboard within the Reception area and the Practice website. The Dispensary staff promoted the service to patients when they came into the Practice to order or collect their repeat medication. The PPG Newsletter had an article in one edition. The Receptionist advises patients of the service and adapts the system once a patient has registered and provided the necessary documentation for identification. Patients have registered to use the facility and the Practice continues to promote this service.

All new patients registering with the Practice are provided with the information for all the services available on line through the Practice by way of a patient information leaflet, Frequency Asked Questions and an application form. All the documentation is available on the Practice website with downloadable copies.

**OPEN/INFORMATION DAY** – This was held on 8<sup>th</sup> September 2014 and had been heavily promoted both within the Practice and by the PPG. It was hoped that some new members could be recruited to the Group and two new members were welcomed onto the Group following the event.

Various organisations attended including the Fire Service, Careline, U3A, and North Staffordshire Carers. . Although the Open Day was held during Surgery hours, several people had attended purely for the event and a great many people had been helped by the Organisations who attended.

The PPG felt that the event was a great success. It has been agreed by the PPG that this event should be held annually with the next one scheduled for 18<sup>th</sup> May 2015

#### 4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: 17<sup>TH</sup> MARCH 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?

The above report highlights how the Practice and PPG engage. Regular meetings are held to enable close liaison between the PPG, Practice Manager, GP's, Nurses, Reception and Dispensary staff.

Feedback is obtained through the holding of Open/Information Days, attending the Practice to promote the Friends and Family Test, thereby obtaining responses and talking to patients regarding their experiences and what services they would like to see being offered.

The Practice website is also used to collect data for the Friends and Family Test with the results being displayed thereon.

The PPG has been involved in the agreement of priority areas and the resulting action plan through monthly meetings and emails.

The Practice is heavily involved in the promotion of the services offered in the action plan as detailed above.

The PPG and Practice will continue to work together to provide the best care to their patients.