

Standard Reporting Template – Patient Participation DES 2014/15
Surrey & Sussex Area Team

Practice Name Ferry Road Health Centre

Practice Code G81085

Signed on behalf
of practice



Date 10th March 2015

Lyn Giles
Practice Manager

Signed on behalf
of PPG



Date 10th March 2015

Mrs. J. Maynard

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, Face to face
Email, Other (please specify)

Number of members of PPG: 9

Detail the gender mix of practice, population and PPG:

Detail of gender mix of practice and PPG								
%	Male	Female						
Practice	49	51						
PPG	11	89						

Detail of age mix of practice population and PPG:								
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	17	7	9	11	14	12	15	15
PPG	0	0	0	0	0	0	33	64

Detail of ethnic background of practice and PPG:								
%	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish Traveller	Other White	White Black & Caribbean	White & Black African	White & Asian	Other mixed
Practice	47	0.3	0	0.06	0.06	0.09	0.09	0.3
PPG	100	0	0	0	0	0	0	0

%	Asian/ Asian British					Black / African / Caribbean / Black British		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black
Practice	0.6	0.12	0.21	0.3	0.75	0.09	0.09	0.51
PPG	0	0	0	0	0	0	0	0

Other								
%	Arab	Un-disclosed						
Practice	0	49						

PPG	0	0						
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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 and PPG have endeavoured to attract new members and have targeted specific patients in under represented groups by personally inviting patients, e-mail and mail shots, and displaying posters on the PPG notice board. All new patients joining the practice are given information about the PPG in their welcome letter detailing their activities and how they can join the group.

The PPG has its own page on the surgery website.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community? YES/NO

No

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

N/A

2. Review of patient feedback

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

The PPG run educational events (normally four per year). At these events everyone attending is asked to complete a questionnaire on the event and also on general practice issues.

The Practice also undertakes a questionnaire annually, in conjunction with the PPG. Questions are agreed between the Practice and the PPG and all patients attending for appointments over a week long period are surveyed. The results are then discussed with the PPG and any action points agreed.

How frequently were these reviewed with the PRG?

A member of the Practice Team attends the PPG AGM and their quarterly meetings where any feedback can be discussed.

The results of the practice questionnaire are discussed at a meeting between the Practice and the PPG annually.

3. Action plan priority areas and implementation

Description of priority area:

Patient on-line access. Encourage more patients to register to use this service.

What actions were taken to address the priority:

Details of this service are now given over the telephone when a patient is on hold. It has been agreed to run a feature on this in the newsletter and on the surgery website.

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

To improve access for patients/carers for on-line booking and ordering of repeat medication. Include details on how to register for this service in the newsletter. Information included in new patient welcome pack.

Practice to review patient numbers registered for on-line access in August 2015 to see if numbers have increased.

Priority area 2

Description of priority area:

Ease of contacting the surgery by telephone

What actions were taken to address the priority:

It was acknowledged that the results from the previous questionnaire had improved but it is still an area of concern. Existing staff have had their working hours increased to provide cover over busy periods.

Run feature in next newsletter advising patients of the best time to contact the surgery (e.g. to avoid busy times for general enquiries/results). Details to be included on the Practice website.

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

Improve patient experience when contacting the surgery by telephone

Priority area 3

Description of priority area:

Parking/access to surgery

What actions were taken to address the priority:

The PPG have organised a rota to monitor the use of the surgery car park. They want to make both patients and people living near the surgery aware of the impact of leaving their vehicles in the care park when they are not using the surgery.

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

Patients have made positive comments on how access and parking has improved. Ongoing work with the PPG repeating the exercise over the coming months.

Details to be included in the next newsletter.

Update to be given by PPG at their next meeting in May 2015

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

The Practice has increased the number of pre-bookable appointments available as previous questionnaires have highlighted this as a problem. The Practice believes it now has the right balance of pre-bookable and book on the day appointments available.

In response to patient demand for early morning and late evening appointments, additional clinics have been running for just over a year. There are some issues regarding patients' ability to obtain medication when the local chemist is closed but, on the whole, patients are extremely pleased with the range of appointment times available.

PPG Sign Off

Report signed off by PPG: YES / NO	Yes
Date of sign off:	Meeting held 30th January 2015 Notes prepared 10th May 2015
How has the practice engaged with the PPG:	Yes – regular contact between PPG and surgery. Surgery staff attend PPG meetings. Newsletter prepared jointly between surgery and PPG.
How has the practice made efforts to engage with seldom heard groups in the practice population?	Yes – PPG notice board in Reception, details of group in new patient welcome letter, educational events and feature in newsletter
Has the practice received patient and carer feedback from a variety of sources?	Yes
Was the PPG involved in the agreement of priority area 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?	Our PPG is extremely active and we believe the work carried out jointly between them and the surgery is hugely beneficial to patients.