

Annex D: Standard Reporting Template

Cheshire, Warrington & Wirral Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Drs Davies, Henney and Edney,
 Laurel Bank Surgery, Malpas, Cheshire. SY14 8PS

Practice Code: N81038

Signed on behalf of practice (type name): Lynn Suckley

Date: 30.3.2015

Signed on behalf of PPG (type name): Louise Davies

Date: 30.3.2015

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: 47 List Size = 6538											
Detail the gender mix of practice population and PPG:						Detail of age mix of practice population and PPG:					
	Mal	Femal		<16	17-2	25-3	35-4	45-5	55-6	65-7	>

	e	e				4	4	4	4	4	4	4	75
Practice	320	3331		Practice	109	536	585	744	1028	989	890	669	
	7				7								
PRG	14	33		PRG	0	2	0	3	7	10	14	11	
%	0.5%	1%		%	0%	0.4%	0%	0.4%	0.7%	1.1%	1.6%	1.7%	

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	273			6224				16
PRG				44				2

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

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:

We advertise in the surgery, on our website and in our newsletter for new members to join our PPG. We have also been in regular contact with the local High School and leaders of the youth groups to try to encourage young people to join the PPG. We have one member who is in the 6th Form. A disabled patient and his carer have agreed to be part of our virtual PPG group but feel unable to attend the meetings.

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:

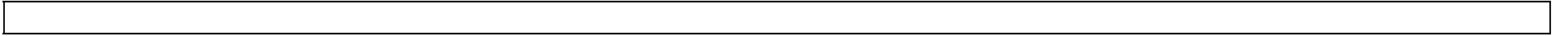
2. Review of patient feedback

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

GP National Survey
Family and Friends Survey
Comments from Patients
PPG feedback

How frequently were these reviewed with the PRG?

3 Meetings during the year and twice by Email = 5 times during the year.



3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: To Support the PPG initiatives regarding: Walking Group Dementia Friendly Village Brightlife</p>
<p>What actions were taken to address the priority?</p> <p>Walking Group The Practice have actively advertised and promoted the Walking Group with a Noticeboard in the Waiting Room and printed handouts for Doctors and Practice Nurses to give to patients free of charge to the group. Senior Practice Nurse is now a trained Walk Leader.</p> <p>Dementia Friendly Village All Doctors and Staff have undertaken Dementia Friendly training and sessions have been offered to all PPG members, local Shop Assistants and the Integrated team. We now have 2 trained Dementia Champions who have presented Dementia Training sessions externally to the practice. Dr Davies arranged a Dementia Friendly Film Screening which took place in Shrewsbury on 1st December 2014 and was attended by a number of Malpas residents.</p> <p>Brightlife The Doctors have been involved with successful application to achieve Brightlife funding of £5.1m over the next 5 years from the Big Lottery's Ageing Better Programme, to be split between 3 hubs, Malpas as the Rural hub, Chester and Winsford. The project aims to create a better life for people aged 50 and over, who are at risk of social isolation. The Clinical team had a first meeting with Adam Shaw, the newly appointed Head of Brightlife. The practice are actively displaying Brightlife posters in the practice.</p>

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

Walking Group

A very successful group who meet every 2nd and 4th Tuesday for short walks and 1st and 3rd Thursday for longer walks, they have 40 signed up walk members.

Dementia Friendly Village

Forget Me Not Dementia Café is held in the High Street Church by the local Nursing Home staff every Thursday and the Happy Memories Music Club started on 3rd March, this will be held on a Monday afternoon. Both are for people with Alzheimer's and Dementia and their carers and offer an opportunity to socialise, receive and give support.

Dr Davies sits on the local Dementia Friendly Village Steering group and attends regular meetings.

A 3rd Dementia Friendly training for new staff and PPG members held on Thursday 26th March 2015.

Brightlife

Practice staff and PPG members have provided ideas for new services are aimed at reducing loneliness and isolation among older

As projects are advertised in our Waiting Room, on the practice Website and in our regular Newsletters.

All are promoted by our Practice Nurses during their appointments with patients who are actively encouraged to join in.

Priority area 2

Description of priority area:

Patient Information:

Facebook Page for the practice

Patient Recall appointment letter review

What actions were taken to address the priority?

Facebook Page for the practice

Dr Edney has worked with a 6th Form pupil of Bishop Heber High School who is a PPG Member to set up a Practice Facebook page.

Patient Recall appointment letter review

PPG members are assisting the practice in reviewing our patient recall letters to ensure they are easy for patients to understand. Letters have been emailed to 2 members of the PPG to see if they understand the contents.

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

Facebook Page for the practice

The page will show 2 photos of the surgery, NHS logo, Contact and location details, Opening times, a visit counter to show the number of hits and general patient information updates. This will improve communication with our younger patients.

Patient Recall appointment letter review

To improve all patients understanding of what is required by them and the reason for their recall appointment.

Priority area 3

Description of priority area:

Premises issues identified by PPG Members

1. Aged heating system – consulting rooms cold and boiler very noisy.
2. Mother and Baby Toilet standard needs improvement

What actions were taken to address the priority?

Apply for NHS England Improvement Grant to assist with the costs of both projects.

Application for works was completed and sent to NHS England, together with 3 quotations for both projects.

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

Response received from NHSE on 24.3.2015 to inform the practice that the application had been turned down for both projects.

Improvement to Mother and Baby Toilet will be carried out at full cost to the practice.

Decision taken by the Partners to leave the Central Heating boiler until it breaks down.

PPG will be informed when the minutes of the March meeting and Newsletter are sent to PPG members.

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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):

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26.3.2015

How has the practice engaged with the PPG:

Meetings and emails

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

Practice Facebook page

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 – see meetings minutes on website

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

New Walking Group, share of £5.1m Brightlife funding, Forget Me Not Dementia Café and Happy Memories Music Club her for Alzheimer's and Dementia sufferers and their family/carers.

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

No