

# Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Perranporth Surgery

Practice Code: L82013

Signed on behalf of practice: S Batty Date: 16/03/15

Signed on behalf of PPG: D Morgan Date: 16/03/15

## 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
Number of members of PPG: 11

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	6856	9		91	3	3	7	
PRG	9			2				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	9		4	3	1					
PRG										

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:

Membership of our PPG is open to all patients of the Practice. The intention is for the composition of the group to mirror the Practice's demographic mix. However, as membership is voluntary the mix and size of the group is determined by those who volunteer.

The Practice will continue to actively seek increased representation from all age groups and ethnic backgrounds.

The intention is to increasingly use the Practice's website to attract potential volunteers, this would supplement the present approach of waiting room posters, the Practice newsletter and the annual patient survey.

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:

Patient Questionnaires – prior to circulating the questionnaire this was discussed and the questions agreed with the PPG members. The questionnaires were analysed by the PPG members and the results were discussed at a meeting in March 2015 and action points agreed upon.

Friends and Family Test since December 2014

How frequently were these reviewed with the PRG?

Patient questionnaire annually

Friends and Family Test results will be a regular agenda item for the PPG meetings

### 3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 387 589 419">Description of priority area:</p> <p data-bbox="203 499 551 531">To produce a newsletter</p>
<p data-bbox="203 611 887 643">What actions were taken to address the priority?</p> <p data-bbox="203 691 2022 754">A newsletter was introduced last year and will remain a priority of the practice due to the popularity and the ease of distribution of information to patients.</p> <p data-bbox="203 802 835 834">The current newsletter schedule is quarterly.</p>
<p data-bbox="203 946 1317 978">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1026 1440 1058">The impact on patients and carers will be better informed and updated on any changes.</p> <p data-bbox="203 1098 1317 1129">In the next newsletter we will include an article from our Carer Support Worker.</p>

## Priority area 2

### Description of priority area:

Promote the Patient Participation Group and to attract new members of all age groups and ethnic backgrounds.

### What actions were taken to address the priority?

PPG members helped out at the Flu Clinics on Saturday mornings.

Handed out the patient questionnaires.

PPG members helped to obtain signatures from patients on the RCGP petition.

Available in the surgery twice a month where they can receive ideas or suggestions from patients for the development of the PPG and to attract new members to the group.

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

On the recent patient questionnaire we asked all patients if they are aware that we have a PPG and the percentage has increased on the previous year. It is our intention this year to carry on publicising the group and to attract new members.

### Priority area 3

Description of priority area:

To improve the uptake of the online services.

What actions were taken to address the priority?

Information was available on the Practice's website, the TV display in the waiting room and the services were promoted by the reception and dispensary staff. We also put the details in the newsletter.

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

Usage is gradually increasing and has proved a good service for all patients and carers.

## 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):

2011/12 Appointments line opened at 8.00 am instead of 8.30 am.

2012/13 Purchased a new phone system which would offer a queuing system for patients.

2013/14 In December 2013 we changed our appointments system from face to face consultations to telephone triage consultations. The patient feedback on the questionnaires showed that a lot of our patients did not like the telephone triage system. The agreed action was to offer 50% of face to face consultations and 50% of telephone consultations.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 16/03/15

How has the practice engaged with the PPG: Quarterly meetings

How has the practice made efforts to engage with seldom heard groups in the practice population? Face to face communication, website and newsletters. We have discussed at recent meetings about considering having a Facebook account in an effort to reach the whole practice population but in particular the cohort of our younger patient population. To be discussed again at a future meeting.

Has the practice received patient and carer feedback from a variety of sources? Yes, patient surveys and Friends and Family Test.

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes, discussed at a PPG meeting.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Greater ease of access which is accessible 24 hours a day to make appointments with GP's, send messages and order prescriptions. The Practice newsletter enables patients and carers to be better informed of any changes at the surgery.

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

We find the help and support from the PPG to be of great value in understanding the needs and views of our patients. It is our intention to continue working together and to encourage other patients to become part of the group.