

Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Milton Keynes Village Practice

Practice Code: K82631

Signed on behalf of practice: Kim Foy-Olowu

Date: 5th March 2015

Signed on behalf of PPG: Mrs Rosemarie James

Date: 5th March 2015

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

Does the Practice have a PPG? YES / NO Yes the Practice does have a PPG													
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face, email. We contact the PPG & PRG regarding specific topics. We also send copies of the PPG minutes to PRG members.													
Number of members of PPG: 11 + 2 and 300 members for our Virtual PRG													
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:								
%	Male				%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	6820				Practice	4106	995	1849	3048	2014	1045	520	227
PPG	7				PPG					1	2	6	2

Detail the ethnic background of your practice population 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	172	6	-	14	7	10	5	4
PPG	4	-	-	1	0	0	0	0

These are the statistics that are recorded on our clinical system. There is large number of patients with no ethnicity recorded as they were registered prior to this information being requested.

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	50	50	7	19	14	32	4	5	0	4197
PPG	-	-	-	-	-	-	-	-	-	4

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: Disability & Sexual orientation.

PPG representation of the practice:

Some members of the PPG were recommended by their GP and some approached the practice direct. The PPG remains open to any patient who expresses an interest and willingness to participate. This is advertised on the practice website, on the notice board in reception and on the patient information screen. A Facebook account for the practice has also been set up by a member of the PPG. The PPG and PRG consist of multi-cultural, multi-ethnicities and a varied age range. Although we have targeted the younger patient population through school visits, we have not been successful in encouraging them to join the group. Facebook may help with this.

The practice is continuously working to raise the profile of the group as a whole which will include the “hard to reach groups” of patients. The existing PPG actively promote the PPG meetings by word of mouth and by handing out newsletters which includes an

invitation to the join the group. Many of these patients are approached when attending the flu clinics, which are run both during the day and the evening, and bring a varied cohort of patients. Patients are invited to join the PPG and virtual group via the practice website, which reaches people who prefer to join from the comfort of their own home. This includes the patients who have difficulty with travel or movement or those who are accustomed to “on line” services. The monthly PPG meetings are held at alternate times (lunch times and evenings) to encourage more people to attend.

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/NO

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:

- FFT (Friends and Family Test)
- Annual Patient Survey
- Feedback from the PPG
- Patient comments via the comments box

How frequently were these reviewed with the PRG?

The FFT started in January 2015 (Friends & Family Test) results were discussed with the PPG on 26th February 2015 and at a

business meeting on 27th February 2015. The reports were downloaded from the practice website which included Pie charts and patient's comments. Future results will be a regular monthly agenda item for the PPG meetings and for the partner's business meeting on a monthly basis.

The annual patient survey was discussed with the PPG and staff team. An action plan was put in place to address the issues raised. The value of continuing with the annual patient survey is being considered.

In addition to the main issues outlined as actions from the annual patient survey, there are two other main areas identified via the PPG and comments box that have been actioned. (See section three)

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Patient information screen for waiting room. The practice and PPG have been considering the installation of a patient information screen for some time. Extensive research was undertaken to ensure that the facility eventually provided was the best for patients and the practice.</p>
<p>What actions were taken to address the priority?</p> <p>The practice was able to purchase the information screen and software that gives total autonomy over its contents.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The information screen provides information regarding current health advice, various educational topics, information about the practice, staff and the services that we provide. This discussed with the PPG at meeting January 2014, 28th August 2014, 20th October 2014, and information regarding the information screen was published in the practice newsletter in December 2014, which was also put onto the practice website.</p>

Priority area 2

Description of priority area:

New sound system for waiting room.

The PPG and the patients comments identified the sound system in place was not adequate to provide a sufficient barrier for patient confidentiality. Whilst in the waiting room they had noticed that it was possible to overhear a conversation at the reception desk.

What actions were taken to address the priority?

This was discussed at a business meeting and it was agreed that the practice would purchase a new more flexible sound system with a blue tooth speaker that would face the waiting area and project the music towards the patients.

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

The new sound system now acts as an improved barrier for patient confidentiality. The PPG were informed at the PPG meeting on 30th October 2014 of the intended changes.

Following the installation of the new sound system, the PPG commented that volume is good and not intrusive. The PPG have noticed a positive improvement in the barrier to overhear patient conversation.

Priority area 3

Description of priority area:

Recognition of exceptional service. Employee of the month.

What actions were taken to address the priority?

In recognition of staff exceptional service to the patients and peers, a system of acknowledgement was introduced.

Employees are nominated for the employee of the month, by other members of the practice team who write their nominations on a dedicated form which is posted into a locked selection box. This is a regular agenda item on the monthly PPG meetings and is discussed with the group, who then agree on the successful nominee.

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

The successful nominee is given a small trophy for “employee of the month” (gifted by the PPG) and a bouquet of flowers from the practice. This has increased the incentive for staff to rise to challenge and to perform above and beyond their contractual obligations which has a direct benefit to patients and the team morale.

4. 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):

The annual survey 2014 was produced in conjunction with participation from the patients group, it covered aspects of quality best assessed by asking patients, and most highly valued by patients.

Staff Training:

The patient survey identified some comments regarding the interaction between staff and patients. A member of the PPG attended the staff training session “Delivering Service Excellence. They found the training session to be very informative and considered the input and participation from the practice team (Senior Partner & PM) to be very reassuring, and that the service delivered to our patients is important to them as a team. The PPG representative was very supportive giving feedback to the practice team and to the other members of the PPG. The training has a noticeable positive outcome for patients and staff.

List Closure:

The Practice list is at maximum capacity. The PPG was consulted on the intentions of the practice to make application to close our list to new patient registrations. They were instrumental in obtaining agreement with NHS England to close our list by submitting a letter detailing their views of why this action was required and appropriate.

Flu Clinics:

We reviewed our processes for the flu clinics. The PPG were consulted and together with the practice agreed on how some of the clinic process would be change. The revised systems did not work as well as was expected, so the practice in agreement with the PPG reverted back to the original system. The PPG supported the practice throughout the flu clinics and participated by assisting with signposting for the patients. They also supported the practice by helping in the carpark in busy flu clinics to help patients with the congestion and parking. This was well received.

Website:

The PPG participated the in design of the new website giving their views of the contents and topics that they would like to see included on the new website. They are pleased with the outcome of the new design content and user friendliness, which helps to promote self-help (a particular item supported by the PPG).

FFT:

The practice discussed the FFT with the PPG. Their views on how the practice would best obtain patients comments was acknowledge and subsequently used in the practice.

5. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

Has the report been published on the practice website? YES/NO

Please insert web-link to your report: mkvillagepractice.co.uk

How has the practice engaged with the PPG:

The practices engage with the PPG via its monthly meetings, which are attended by a GP, PM and a member of the administrative staff.

A Facebook account has been set up for the practice by one of our PPG members, in an effort to reach the whole practice population but in particular the cohort of our younger patient population. Information about the PPG is on the patient information screen and on the practice website mkvillagepractice.co.uk.

Patients are able to ask the practice a question via the practice website and this presents the opportunity to invite patients to the PPG meetings who have made a comment about a specific topic.

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

The PPG agreed that the Facebook account was one of the main mechanisms to engagement opportunities with our younger patients and the wider patient group, for example those with mobility issues. The PPG members have themselves approached patients directly to consider joining the group. The practice adopts the view that all our patients are valued equally and therefore we strive to engage with practice population as a whole, which includes the seldom heard groups. This approach is supported by the PPG and appears to work well.

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

The comments received from the FFT include those made by a variety of patients some of whom are also carers. Patients tell us verbally what they think. Patients email the practice with comments.

- Annual patient survey, under review (see above)
- Complaints and compliments.

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

The PPG was involved in the priority areas agreed for the action plan which were discussed on several occasions during the regular meetings.

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

- Patient information and communication has been enhanced as a result of the “Delivering Service Excellence” staff training.
- Patient information screen
- Improved confidentiality as a result of the new sound system
- Improvement to Practice website following the upgrade
- List closure, supporting and acknowledging patient safety

There has been very positive feedback to all of the above from patients and staff.

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.