

# Standard Reporting Template

NHS England (Wessex)  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Woolston Lodge Surgery

Practice Code: J82076

Signed on behalf of practice: Mike Windibank

Date: 16<sup>th</sup> March 2015

Signed on behalf of PPG: Clair Hayward

Date: 31st March 2015

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

Does the Practice have a PPG? <a href="#">YES</a> / NO
Method of engagement with PPG: Face to face, Email, Other (please specify) <input checked="" type="checkbox"/> Displayed posters in the Practice via Notice Board TV (attached – see 1a). <input checked="" type="checkbox"/> Handed out leaflets/flyers to all patients attending the Practice (attached – see 1b). Flyers were available at reception. All clinicians also handed these out to their patients. Flyers were also given to our Community Nursing Team to hand out to our housebound patients. <input checked="" type="checkbox"/> Added information on the Practice website ( <a href="http://www.woolstonlodge.co.uk">www.woolstonlodge.co.uk</a> ) (attached – see 1c) <input checked="" type="checkbox"/> Added an invitation message to the right hand side of repeat prescriptions. (attached – see 1d)
Number of members of PPG: 98 (attached – see 1e and 1f for Age / Sex Breakdown and Ethnicity Breakdown)

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4560	4459
PRG	29	66

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1560	845	1371	1099	1366	1094	899	785
PRG	0	4	18	14	22	21	7	12

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	4853	26	0	1088	59	32	29	44
PRG	76			5				

	Asian/Asian British					Black/African/Caribbean/Black British			Other		Not Indicated
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other	
Practice	34	13	22	57	45	42	17	5		3	2650
PRG		1					1				15

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: As of 12<sup>th</sup> March 2015, we had a total of 98 patients in our patient representative group with the breakdown attached (see 1e and 1f). The group includes 32 males/66 females. All age groups are represented however statistics for our 17-24, 35-44 and 65-74 age groups could be slightly higher. We discussed our age profile of our Patient representative group at a Practice meeting. GP's agreed to focus on recruiting patients in these particular age groups. We also plan to continue to promote this to all our patients via the methods stated above.

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

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:

Surveys to Group via SurveyMonkey for those who have an email address.  
Postal surveys were sent to patients who don't have access to email.

How frequently were these reviewed with the PRG?

Two questionnaires were sent out to our PRG throughout the year.

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>On the day appointments</p>
<p>What actions were taken to address the priority?</p> <p>Team meetings to discuss existing walk-in service for on the day appointments. Survey sent to PPG to ask about proposed changes to the on the day appointments system. 79% of patients were in favour of the suggested change. All patients were sent a letter explaining the new system and staff were briefed and given training.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>On Monday 2<sup>nd</sup> March 2015 a new GP triage system was introduced for on the day appointment requests. Letters were sent to patients and the new system was advertised on our website.</p> <p>Patients no longer have to come to the surgery to request an appointment. They can telephone the surgery and the Triage GP will call them back to ascertain the urgency of the appointment and book appropriately.</p>

## Priority area 2

Description of priority area:

Our second priority area was identified as Opening Times

What actions were taken to address the priority?

The Practice has volunteered to become one of the hubs for the Prime Ministers challenge fund for 8-8 opening and we are currently awaiting the result of this before taking any further action.

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

See Above

### Priority area 3

Description of priority area:

[Repeat Prescriptions](#)

What actions were taken to address the priority?

[The practice implemented Electronic Prescribing on 12<sup>th</sup> February 2015. Once the system has been running for 6 months we plan to survey all PPG members to see if this is still a priority area.](#)

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

[See Above](#)

## 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 Practice has been working with local practices to explore the possibilities of extended opening and was one six Practices in the locality to apply for wave 1 Prime Ministers Challenge Fund. This was unsuccessful but the Practice has been actively engaged in the development of a City Wide Federation, which was established in October 2014. The City Wide Federation has submitted a bid for Wave 2 funding and the Practice has volunteered to be a Hub as part of this bid, as this would provide 8-8 opening together with other benefits.

#### 4. PPG Sign Off

Report signed off by PPG: [YES/NO](#)

Date of sign off:

An email was sent via Survey Monkey to our PPG. This email asked the group to review the survey and asked for feedback on this report to be given. A copy of the draft report was available on the website.

12 responses were received, 6 patients agreed with the report, 2 did not agree with the report and 4 patients did not know if they agreed with the report. 3 comments were received. We will continue to monitor responses and will follow up on comments made as well as discussing views with patients who do not agree with the report. If appropriate we will update the report and recirculate to the group.

A copy of this signed off report is now available on the website.

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?

