

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Friar Gate Surgery

Practice Code: C81036

Signed on behalf of practice: Anne L Hutchinson, PM

Date: 30/03/15

Signed on behalf of PPG:

Date:

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

Does the Practice have a PPG? YES (Virtual)
Method of engagement with PPG: Face to face, Email, Other (please specify) Email
Number of members of PPG: Varies, current profile of email contributors upwards of 150, though for specific queries 8

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	2365	2769
PPG	2	6

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	744	780	900	750	660	540	600	160
PPG		1	2	2		1	2	

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								
PPG	6							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG	1	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:

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:

Practice Patient Awareness Survey, copy attached. Published on surgery website

Comment forms available via reception/online

Direction to NHS choice website and surgery website

Visitors comments book available at reception

How frequently were these reviewed with the PRG?

Ad hoc throughout the year, when feedback required

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3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>Enhance patient awareness of specific GP availability Mon - Fri</p>
<p><i>What actions were taken to address the priority?</i></p> <p>Published in newsletter and on practice website</p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p><i>How were these actions publicised?</i></p>

Priority area 2

Description of priority area:

Further promotion of extended hours, detailing nurse appointments from 7.30am Mon - Fri

What actions were taken to address the priority?

Details published in newsletter and on practice website

Result of actions and impact on patients and carers:

How were these actions publicised?

Priority area 3

Description of priority area:

Promotion of online facilities within practice.

What actions were taken to address the priority?

Posters and literature already received from NHS England and displayed within practice. Will also be weighted heavily within next practice newsletter

Result of actions and impact on patients and carers:

How were these actions publicised?

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: NO

Date of sign off:

How has the practice engaged with the PPG:

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

Specific engagement following compliments received regarding services or concerns raised

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?

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

Ongoing

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

The public seem to be overwhelmed with surveys. Practice/patient specific feedback valuable, but have doubts about the value of Friends and Family Test long term in view of poor response/return rate

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenottinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenottinghamshire-gpnotts@nhs.net