

**Annex C**

**Arden, Herefordshire and Worcestershire Area Team  
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Shipston Medical Centre

Practice Code: M84025

Signed on behalf of practice: *Letter 1* Date: 23/03/15

Signed on behalf of PPG: *M. J. Curtis* Date: 23.03.2015

**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, Other (please specify) Face to face meetings with committee. Virtual group via email

Number of members of PPG: 10 Committee members, 54 'Virtual' members

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.2%	50.8%
PPG	34.4%	65.6%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	17%	7%	9%	12%	15%	14%	14%	12%
PPG	0%	0%	0%	8%	6%	22%	31%	33%

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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	97.7%	0.5%		1.8%				
PPG	95.3%	0%		4.7%				

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

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:

In order to improve the representativeness of the patient group a number of strategies were employed:

- Pro-actively inviting patients to join the patient reference group
- Displaying information about the group in the surgery and via patient leaflets advertising the group
- The chairman of the patient reference group committee has spoken publicly about the group and published information in local newsletters
- The doctor leading the minor ailments education session at the children's centre has promoted the group as part of the session
- The Health Visitors were asked to promote the group to those on their caseload.
- One of the members of the patient group attended a local 'mothers and babies' group in order to elicit opinion and invite new members.

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Are there any specific characteristics of your practice population which means that other groups should be included in the PRG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? YES

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

The practice has an above average of people aged 65 and over. This group is currently over-represented in the patient group.

## 2. Review of patient feedback

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

Patient complaints  
Friends and Family Tests  
General feedback

How frequently were these reviewed with the PRG?

At each meeting (at least quarterly)

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Car Parking and development of new premises</p>
<p>What actions were taken to address the priority?</p> <p>Improve communication with patients about the measures taken to progress the development of a new building with a view to improving car parking (no room to improve car parking at current location) Friends and Family Test Feedback in waiting room Encouraging team members to car share or walk to work where practicable.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Newsletter produced. Attendance at public meeting Negotiation with property developers locally for site for new Medical Centre; Development of business case and related documents, subsequently submitted to NHS England.</p>

Priority area 2	
<p><b>Description of priority area:</b></p> <p>Increasing availability of appointments outside core hours</p>	
<p><b>What actions were taken to address the priority?</b></p> <p>Increasing availability of appointments in the extended hours session on a Thursday evening                      Recruitment of a nurse who is contracted to provide weekly appointments until 8pm, thereby increasing availability of nurse appointments outside core hours by 130%                      Contracting of a HCA to provide appointments outside core hours                      NB: the practice routinely offers significantly more than the contractually obligated number of extended hours appointments.</p>	
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <p>Increased nursing capacity, leading to reduced waiting times for nursing appointments.                      Friends and Family Test Feedback in waiting room</p>	

Priority area 3

Description of priority area:

Improvement of dispensary services

What actions were taken to address the priority?

Increasing level of staffing in dispensary  
Increasing training and education of dispensary staff. Enrolment of team members of NVQ3 in Pharmacy Services  
Improvement in medicines management processes – ensuring that interim guidance changes are re-checked

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

Improved service  
Increased knowledge from dispensary team  
Significant reduction in delays to dispensing

**Progress on previous years**

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If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

From 2013/14	Action	Progress
Investigate provision of chiropody service Advertise the online services more widely		New podiatry service commenced Jan 2015 Advertising occurred and there has been an increase in patients signed up to online services
Continue to work with NHS England and other bodies to develop the case for new premises Commence work to improve the maintenance of the building		A number of actions have been taken and the practice continues to work towards this end. Some decorating and electrical maintenance has occurred and a plan for further work is in place
To investigate options to improve availability of parking To continue campaign to encourage patients to remove Bobby, and for staff to continue to remove Bobby as time allows.		Investigations took place, unfortunately not revealing any clear solutions This is ongoing

4. PPG Sign Off

<p>Report signed off by PPG: YES</p> <p>Date of sign off: Friday 13<sup>th</sup> March 2015</p> <p>Has the report been published on the practice website? YES</p> <p>How has the practice engaged with the PPG:</p> <p>How has the practice made efforts to engage with seldom heard groups in the practice population?</p> <ul style="list-style-type: none"> <li>• <b>Learning disabilities</b> – the practice has worked with the local Mencap organisation to facilitate the inclusion of a patient with learning disabilities on the practice’s Learning Disabilities Working Group, which reviews the care received by this group of patients and oversees developments and improvements in the service for those patients in this group.</li> <li>• <b>Young People</b> – the practice has worked with the local High School to facilitate the involvement of Young People in the practice’s Young People Working Group, which reviews the care received by this group of patients and oversees developments and improvements in the service for the patients in this group.</li> <li>• <b>Young Families</b> – specific engagement of this group has been targeted through attending mothers and babies groups and discussion by the GP teaching on minor ailments for the health visitor run ‘new parents’ programme.</li> </ul> <p>Has the practice received patient and carer feedback from a variety of sources? Yes, friends and family test; complaints and feedback; proactive elicitation of feedback from groups of service users.</p> <p>Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes</p> <p>How has the service offered to patients and carers improved as a result of the implementation of the action plan? Yes – improved access to the nursing team shown by reduction in waiting times; Improved experience of dispensary services, with less delays in dispensing routine medications. Improvements in patient safety as there is now a ‘double check’ that GPs have</p>
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reviewed medications when updated local and national prescribing advice is received.

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

No

Please return this completed report template to the generic email box – [england.ahwat-pc@nhs.net](mailto:england.ahwat-pc@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.