

**ORCHARD MEDICAL PRACTICE**  
2015/16 Patient Participation Enhanced Service REPORT

**Practice Name:** Orchard Medical Practice

**Practice Code:** C84051

Signed on behalf of practice:

Date:

Signed on behalf of PPG:

Date:

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

Does the Practice have a PPG? <u>YES</u> / NO
Method of engagement with PPG: Face to face, Email, Jointly-organised events, website, Meetings between Practice Manager and PPG Chair.
Number of members of PPG: 21

**Detail the gender mix of practice population and PPG:**

%	Male	Female
Practice	8750	9701
PPG	7	14

**Detail of age mix of practice population and PPG:**

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	3904	1577	2690	2546	2621	2023	1667	1423
PPG	0	0	0	0	2	6	7	6

**Detail the ethnic background of your practice population and PRG:**

%	White											
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed	Greek	Latvian/lituanian	Polish	Romanian
Practice	14015	47		1136	37	39	2	56	7	155	176	4
PPG	21											

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	91	27	28	44	55	21	12	6	1	170
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:  
**Further to the 2014/15 Report – we continue to have an alternating afternoon/evening pattern of monthly meetings. Additionally, we continue to try to recruit using Website and Facebook promotions; PPG Noticeboard; TV Screen; Contact with a Virtual PPG; Leaflets around the Practice; Publication of a PPG Toolkit. Meeting dates for the year ahead are published on the PPG Noticeboard in the Reception Area. Further measures will be considered as part of our 2016/17 Development Plan.**

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:*

- Friends and Family Feedback
- Complaints received by the Practice
- Website and Facebook comments
- Questions put to Virtual PPG
- Verbal feedback from patients at PPG Fundraisers and Practice 'flu' days etc

*How frequently were these reviewed with the PPG?*

It is a regular topic on the PPG Monthly Meeting agenda

### **3. Action plan priority areas and implementation**

Priority area 1

*Description of priority area:*

Promote Self-help Services

*What actions were taken to address the priority?*

Leaflets around the waiting areas

Videos recorded showing on the tv screens

Regular Awareness Sessions where various local organisations and charities were invited into the Practice Waiting Areas during Surgery Hours to talk to patients about the services that they offered.

*Result of actions and impact on patients and carers:*

Several of the organisations and charities invited into the Practice reported a good response from patients and several referrals were set up. All of the invitees expressed a willingness to repeat their sessions at a future date.

*How were these actions publicised?*

Posts on the website and Facebook  
Notices on the PPG Noticeboard in the Reception Area

*Description of priority area:*

Promote Health Awareness

*What actions were taken to address the priority?*

The PPG bought the Practice a set of weigh scales for deployment in the main waiting area. The scales give the user a readout on a piece of paper of their weight and BMI.  
Promotion of the "Choose Well" campaign, educating patients as to the right place to go for treatment depending upon the nature and severity of their symptoms.  
The running of a Dementia Awareness Week which included various local organisations and members of Dementia Awareness Research in coming into the Practice to talk to patients.  
Posters and leaflets around the Practice.  
A display on the PPG Noticeboard in Main Reception.

*Result of actions and impact on patients and carers:*

Several patients were referred to services offered by local organisations.

*How were these actions publicised?*

PPG Noticeboard; website and Facebook

Priority area 3

*Description of priority area:*

Greater choice with booking and cancelling appointments

*What actions were taken to address the priority?*

Patients encouraged to use SystmOnline for the booking of repeat prescription items  
Extended surgery hours  
Online booking (and cancelling) of some appointment slots  
5 minute (single problem) appointments created

*Result of actions and impact on patients and carers:*

Greater choice and more flexibility for patients

*How were these actions publicised?*

PPG Noticeboard, TV screen, reception staff, website and Facebook

Priority area 4	
<b>Description of priority area:</b>	
<b>Better Communications</b>	
<b>What actions were taken to address the priority?</b>	<p>More staff recruited  More patient-facing posts created  Enhanced Training so staff could cover for each other  Creation of a dedicated PPG Noticeboard in the main reception area  Greater use of tv screens, website and Facebook  A Practice Newsletter  greater use of text messaging</p>
<b>Result of actions and impact on patients and carers:</b>	<p>A fall in the number of appointments missed  greater awareness by patients of different ways to contact the Practice and make appointments</p>
<b>How were these actions publicised?</b>	<p>PPG Noticeboard, Practice Newsletter, website, tv screens and Facebook</p>



Priority area 5

*Description of priority area:*

Increasing patients physical activity

*What actions were taken to address the priority?*

Partnership formed with Walking for Health  
Organised led walks were set up to start from the Practice and last for 30 to 60 minutes  
GPs and nurses were encouraged to recommend patients to take part in the walks

*Result of actions and impact on patients and carers:*

Several patients have attended more than one walk with some of them going on to walk regularly with Walking for Health

*How were these actions publicised?*

PPG Noticeboard, leaflets, website and Facebook  
Referral by GPs and nurses

Priority area 6

*Description of priority area:*

Reduction in appointments lost through patients not turning up (DNA)

*What actions were taken to address the priority?*

Greater use of text messaging to remind patients of appointments  
The creation of the ability for patients to monitor and make/cancel appointments Online  
Publication of the DNA figures around the Practice

*Result of actions and impact on patients and carers:*

A reduction on the DNA figures for the latter part of the 2015/16 reporting period

*How were these actions publicised?*

PPG Noticeboard, Website and Facebook

Priority area 7

*Description of priority area:*

Patient care for vulnerable patients

*What actions were taken to address the priority?*

A fund for any patients who are felt to be in clinical need and cannot afford to attend the surgery, ie for dressings  
Any patient who wasn't expecting to be admitted to hospital from a consultation who may not have money to get to the hospital  
PPG donated £50 to the taxi fund from coffee mornings

*Result of actions and impact on patients and carers:*

Good patient care in times of need, may reduce a home visit request if patient can get to surgery

*How were these actions publicised?*

These actions are not publicised for obvious reasons

**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):

Priority Area 1 – COMPLETE  
Merger of PPGs complete and embedded. Continuation of alternating pattern of meetings.

Priority Area 2 – COMPLETE  
Complaints about the telephone system have all but ceased.

Priority Area 3 – COMPLETE  
Sufficient friends and family feedback is received each month to enable reporting.

Priority Area 4 – ONGOING  
See this Reports Priority Area 3

Priority Area 5 – ONGOING  
See this Reports Priority Area 1

Priority Area 6 – COMPLETE  
Staff are parking elsewhere

Priority Area 7 – Complete  
Taxi Fund donated for use

4. PPG Sign Off

Report signed off by PPG: YES / NO

Date of sign off:

