

Annex C

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

Practice Name: _____ Rother House Medical Centre _____

Practice Code: _____ M84021 _____

Signed on behalf of practice: _____ Date: 23.02.15 _____

Signed on behalf of PPG: _____ Date: 27/02/15 _____

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

Does the Practice have a PPG? YES	
Method of engagement with PPG: Regular Face to face meetings and email	
Number of members of PPG: 20	

Detail the gender mix of practice population and PPG:		Detail of age mix of practice population and PPG:						
		Male	Female					
%								
Practice								
PPG		6	14	0	0	1	2	5
				0	0	0	2	10
								2

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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 African	White & black Caribbean	White & Asian	White mixed
Practice								
PPG	20	0	0	0	0	0	0	0

	Asian/Asian British				Black/African/Caribbean/Black British			Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG	0	0	0	0	0	0	0	0	0	0

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:

Rother House has tried (and continues to try) to recruit patients from younger age groups and other ethnic minorities. However, it has been really difficult to get anyone to attend the meetings. We always raise this at our PPG meetings and request that members encourage anyone that might be interested in joining to contact the practice.

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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:

Rother House has a slightly increased number of older patients compared to the average. This is appropriately reflected in the ages of patients in our PPG

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:
Rother House has a number of feedback resources:

- Feedback forms directly from the Website
- Word of mouth
- Review of complaints
- Review of supportive letters
- Significant event review.
- Friends and family test review
- Directly from NHS choices

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How frequently were these reviewed with the PRG?
 We generally review any issues as part of our usual PRG meetings. These are held 3-4 times a year.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>To get in house phlebotomy service set up within Rother House</p>
<p>What actions were taken to address the priority?</p> <p>This was discussed as a practice and an enhanced service was contracted with SWCCG. Phlebotomist's and Health Care Assistants were recruited and appropriately trained to enable the service to commence. This has now been operational for nearly a year</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This is widely publicised by reception staff and all other staff. Generally this has created a better level of service as it is based on an appointment system rather than a sit and wait service. Patients are very happy that we are now providing this service and not having to use local hospital.</p>



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Priority area 2

Description of priority area:

Implementation of a patient newsletter

What actions were taken to address the priority?

Member of PPG writes a newsletter from a patient perspective. This is agreed with the Practice and is then printed. These are then made available within the waiting room and are sent out with all correspondence. Newsletter's are also sent out to patients with their prescriptions and medications when possible. A newsletter is produced after each PPG meeting (ie 3-4 times a year)

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

Patients have found that the newsletter keeps them better informed about Rother House. For example, it can give updates on changes both within the NHS and within the practice. These are publicised periodically within the practice and on our website as required.

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Priority area 3

Description of priority area:

Improve response rates on the telephone.

What actions were taken to address the priority?

Apprentices were employed to enable more staff to be available to answer the phones, particularly first thing in the morning. Over the last year Rother House has employed 4 apprentices and they have received training in customer services at NVQ level 2. An internal training programme was also used to get the apprentices quickly up to speed with Rother House systems.

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

Response times have been improved on phone answering although this is still an area requiring further improvement. This has been published on our website, at PPG group meetings and within responses to patients comments.

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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):

Some of the issues from this year have previously been high priority areas for Rother House. This year has seen dramatic progress within a number of difficult areas. Recruitment of reception staff and the introduction of an in house phlebotomy service have been particularly successful this year.

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4. PPG Sign Off

<p>Report signed off by PPG: YES</p> <p>Date of sign off: March 2014</p> <p>Has the report been published on the practice website? YES</p> <p>How has the practice engaged with the PPG: Regular meetings and email exchanges.</p> <p>How has the practice made efforts to engage with seldom heard groups in the practice population? Yes</p> <p>Has the practice received patient and carer feedback from a variety of sources? Yes</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? There is a generally more positive feeling about the practice and this is coming across from staff to patients. There is a greater team spirit and the impact of this is reduced complaints and negative feedback.</p> <p>Do you have any other comments about the PPG or practice in relation to this area of work?</p> <p>The PPG has now settled down into a more formal structure with regular meetings. Practice staff [GP's, nurses and admin] also attend to ensure everyone has a voice. The agenda is agreed with PPPG members and anything of specific interest from the South Warwickshire CCG can also be discussed. A representative of the PPG attends SWCCG PPG meetings and information is then passed to our PPG members. At present all members have access to email but previously paper copies were provided for a member. The members try to listen to patient stories and experiences which can also be discussed – sometimes there is a common theme. The practice provides admin support to the PPG and arranges for the regular newsletter to be printed and distributed. The PPG thank the practice for supporting them as a group as this doesn't happen at some practices in SWCCG.</p>
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Please return this completed report template to the generic email box – england.ahwat-pc@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.

Historical Trend Chart For Rother House

