

Annex D: Standard Reporting Template

Walsall Area Team
2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Lockstown Practice**
Practice Code: **M91021**



Signed on behalf of practice:
Signed on behalf of PPG:

Date: **29th March 2016**
Date: **29th March 2016**

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) : We have face to face meetings in Surgery every three months and these meetings alternate between our Gomer Street branch and our Fisher Street branch to enable patients to attend to their chosen or closest site. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of members of PPG: We have had up to 14 members attend our meetings during the past year. 11 of these patients are our regular core members. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">3775 (49.6%)</td> <td style="text-align: center;">3839 (50.4%)</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">7 (0.18%)</td> <td style="text-align: center;">7 (0.182%)</td> </tr> </tbody> </table> | % | Male | Female | Practice | 3775 (49.6%) | 3839 (50.4%) | PRG | 7 (0.18%) | 7 (0.182%) | Detail of age mix of practice population and PPG: Please see attached graph for practice age range <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">1635</td> <td style="text-align: center;">693</td> <td style="text-align: center;">1105</td> <td style="text-align: center;">1007</td> <td style="text-align: center;">1034</td> <td style="text-align: center;">890</td> <td style="text-align: center;">639</td> <td style="text-align: center;">595</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">3</td> <td style="text-align: center;">7</td> <td style="text-align: center;">3</td> </tr> </tbody> </table> | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | Practice | 1635 | 693 | 1105 | 1007 | 1034 | 890 | 639 | 595 | PRG | | | | | 1 | 3 | 7 | 3 |
| % | Male | Female | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice | 3775 (49.6%) | 3839 (50.4%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PRG | 7 (0.18%) | 7 (0.182%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice | 1635 | 693 | 1105 | 1007 | 1034 | 890 | 639 | 595 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PRG | | | | | 1 | 3 | 7 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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 | 5900 | 22 | | 133 | 95 | 12 | 16 | 28 |
| PRG | 13 | | | | | | | |

| | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | |
|----------|---------------------|-----------|-------------|-----------|-------------|---------------------------------------|------------|-------------|-------|------------|
| | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Any other |
| Practice | 881 | 52 | 9 | 10 | 50 | 45 | 131 | 26 | | 204 |
| PRG | 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:

We have 13 members who are of White British ethnicity and we also have one member of Indian ethnicity. There are 11 who are retired and three who are still in employment. Each PPG meeting is advertised on the Lockstown Practice website, Facebook page and also on the noticeboard in reception. The GP's will regularly encourage patients to attend the meetings and Dr Mandal has increased the PPG by two members this year by using this method.

It is still proving difficult to get younger members to attend our meetings despite us advertising the meetings on Facebook and our Lockstown Practice website. In March 2016 we received an expression of interest from on young female patient using our website and she will be invited sent details of our next meeting and our PPG report.

In August 2015 we held a table top event not only to promote the PPG but also to raise funds for surgery equipment. Our PPG will be consulted on any purchases made with these funds.

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**

Our PPG is advertised universally to all of our practice population and we will continue to encourage members in areas that are currently not represented. We have received an expression of interest from one such group via our practice website and she will be invited to our next meeting.

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:

The members of our PPG give feedback on how our Surgery is operating at each meeting. Our website has a survey which is regularly monitored in addition to the The NHS Friends and Family Test and National GP Patient Survey are published online. Please find attached the findings.

How frequently were these reviewed with the PRG?:

A discussion is held at each meeting and the annual report will be discussed in our June 2016 PPG

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Availability of GP/Nurse appointments. Recruitment of additional clinicians.

What actions were taken to address the priority? :

Following the merger of Lockstown Practice and Fisher Street surgery we were keen to ensure that there was adequate flexibility for appointments at either surgery with all our GP's and Nurses. All staff rotas were addressed and we now have GP's as well as Practice Nurses and Health Care Assistants who work at both of our sites.

We have also employed GP locums on a regular weekly shift whilst we are advertising for a salaried GP position. They have set hours and clinics to provide patients with consistency of care. In addition to this we are in the process of recruiting an Advanced Nurse Practitioner (ANP) who we hope to have in place shortly.

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

Our patients will now be able to see their regular GP, Nurse or HCA at the branch of their choice giving greater flexibility and choice.

Our GP locums will continue to provide clinics as required and our Nurse Practitioner will be able to provide invaluable assistance to both our GP's and existing Practice Nurses. She will be in a position to see both minor ailments instead of the GP's as well as general practice nursing and dressings.

Priority area 2

Description of priority area:

Vitamin D testing at Manor Hospital

What actions were taken to address the priority? :

Over the past few months we have had discussions within our PPG about the lack of Vitamin D testing carried out by Manor Hospital, Walsall. One of our members is from an ethnic background, which are commonly affected and she raised her concern that the blood tests are not available to test patients who may be deficient. This patient along with another of our PPG members who is a local councillor are campaigning to get this service implemented as it currently is in Wolverhampton and also Birmingham.

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

Due to the ethnic population of our practice and the probability of Vitamin D deficiency in these patients we feel that this is would be very beneficial to both patients and the GP's treating them. We are hoping that this will be commissioned and GP's will be able to screen any patient they feel may be affected.

Priority area 3

Description of priority area:

Elderly care. Nursing home ward rounds

What actions were taken to address the priority? :

In a further attempt to monitor and care for our elderly patient population, Dr R Mandal now attends ward rounds at Swan House Care Home each Tuesday morning and Willows Nursing Home each Thursday morning. These homes will provide the surgery with a list of patients they would like to be reviewed each week and Dr Mandal will assess them along with the Nursing home case manager.

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

Our PPG members have been made aware of this service which has been welcomed and actively encouraged. It ensures regular monitoring of this group of patients and in addition the homes are aware that Dr Mandal will attend at least once each week.

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):

Our aim is to continue the improvements we have made and increase services available at both our branches. The services offered at the Fisher Street branch have greatly improved since our merger last year including ECG, Spirometry, Hearing Clinics and Ultrasound Scans. It is our wish to have automated arrival screens and jayex systems installed there and the PPG members have agreed to assist us with the funding of these initiatives by holding events to raise money.

In April 2016 we will also be piloting a Type 2 diabetic pilot where we will invite our patients for structured education on their condition. There will be an informal coffee morning and each appointment will be approximately 30 minutes.

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **March 2016**

How has the practice engaged with the PPG: **Regular face to face meetings**

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

We have our Lockstown Practice website, Facebook page and we have recently sent out a newsletter to each member of our surgery. Our PPG was advertised on this.

Has the practice received patient and carer feedback from a variety of sources? :

We have constant feedback from patients in the form of verbal communication, suggestion box and also our surveys. These matters are discussed regularly at our practice meetings.

Was the PPG involved in the agreement of priority areas and the resulting action plan? :

We have discussed all of the matters in our action plan with our PPG members and are fully supported.

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

The choice and availability of services we now offer as a surgery has vastly improved and we are very happy with the progress.

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

Our PPG has a very stable core of members who all provide us with invaluable feedback and ideas. They are committed to helping us improve and maintain the standard of care we provide to our patients.

Our Chairman attends the Patient Participation Liaison Group meetings and gives us feedback regularly and we have also appointed a Vice Chair who was previously employed within the NHS.

Surveys to follow