

DORSET WEST AREA TEAM
2014/15 Patient Participation Enhanced Service – REPORT

Practice Name: Bridport Medical Centre

Practice Code: J81005

Signed off on behalf of practice: Eilish Davoren (Practice Manager)

Signed off on behalf of PPG: Pelham Allen (PPG Chair)

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

Does the Practice have a PPG?

Yes the practice does have a PPG; it was first established in 2011 as a virtual group but with a steering group that met regularly. The virtual group has just over 120 members.

Method of engagement with PPG: Face to face, Email, Other

Members of the PPG may choose how they would like to be contacted (see appendix 1 – PPG leaflet)
The PPG is promoted on the practice website and advertised on noticeboards.
Steering group members are contacted by email or mail.
Members have been invited to face to face meetings to develop work plans for 2015/16.
Patient Involvement Week (June 2014), display and recruitment drive in-house.

Number of members of PPG: for 2014/15

Membership of the virtual group has increased year on year and currently stands at 120, up 6% on last year.
Membership of the steering group has increased from 5 to 17 and regular meetings are planned throughout the year.

Detail the gender mix of practice population and PPG
 Details below are accurate for February 2015

%	Male	Female
Practice	48	52
PPG	33	67

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	>85
Practice	15	7	10	9	13	15	15	9	5
PPG	2	2.8	1.8	5.6	11.2	14.9	35.5	22.4	5.6

Detail the ethnic background of your practice population and PRG:

%	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White and black Caribbean	White & black African	White & Asian	Other mixed
Practice	81.87	0.55		2.79	0.12	0.14	0.10	0.13
PPG	84.5	1.4		2.8				

%	Asian/Asian British					Black/African/Caribbean/Black British			Other		Ethnic group not stated
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other	
Practice	0.13	0.02	0.11		0.26	0.09	0.02	0.02		0.04	13.61
PPG											11.3

Describe steps taken to ensure that the PRG is representative of the practice in terms of gender, age and ethnic background and other members of the practice population:

We have promoted the PPG using a range of different mechanisms including:

- Practice web site and leaflet extends specific invite to underrepresented groups (appendix 1)
- Facebook
- Notice boards
- During busy surgery times in Patient Participation Week (unrepresented groups specifically targeted)
- In the community attending meetings of local groups, where specific groups have been targeted including carers, older peoples forum, disease specific support groups, the CCG Health Network

During the coming year PPG members who are willing may take on a promotional role to actively promote membership from underrepresented groups. We will also work with our local Health watch representative to seek new ways to encourage a wider demographic representation.

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, or a significant number of jobseekers, large numbers of nursing homes, or a LGB community? NO

The practice comprises 28% over 65s and 85% white British (with a further 10% ethnic group not stated), which is represented in the vPPG. As stated above, steps were taken in year to attract patients from under-represented groups and those from younger age ranges (we have seen an increase in vPPG membership of under 55s of 53% against an increase of 49% in over 55s)

2. Review of patient feedback

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

- Patient survey
- Patient compliments and complaints
- Friends and Family test
- Frontline staff

- From local community groups including the Older People’s Forum and carers groups. The Practice Manager attends local community group meetings. There is also a quarterly local community lunch which is well attended by local groups and acts as an information exchange. The Locality Engagement Lead meets with the Local Healthwatch Community worker
- Focus group (appendix 3 and 4)

How frequently were these reviewed with the PPG?

The results of surveys and patient feedback are published on the web site, and hard copies of the “Practice Performance Newsletter” were made available at the steering group meeting (appendix 5)

3. Action plan priority areas and implementation

Priority area 1

Further development of the Patient Participation Group:

The PPG steering group at Bridport Medical Centre was reduced in numbers due to unforeseen circumstances. At that point it was decided that the PPG should operate as a virtual reference group. Later in 2014, it was decided to try to “re-invigorate” the group and encourage more patients to take an active role in supporting the medical Centre.

What actions were taken to address the priority?

Pelham Allen kindly agreed to chair the PPG and work with the Eilish Davoren (Practice Manager) and Elise Ripley (Locality Engagement Lead) to review current membership and agree actions to increase membership of both the virtual and steering groups. Mrs Ripley hosted an event in the medical centre during Patient Participation Week 2014, particularly targeting those from under-represented groups (in particular young mothers/working patients/young people). The Practice advertised the PPG widely, on the website and via social media. Bridport Medical Centre joined NAPP (National Association for Patient Participation) for guidance and support.

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

Over 2014/15, we have seen a 6% increase in vPRG membership. A focus group on 6 March 2015 was extremely well attended, following which we saw a 240% increase in steering group membership.

Priority area 2**Communication with the PPG/wider patient population:**

As in previous years, patients are able to feedback on the practice's performance via various means including NHS Choices, Friends and Family Test, GP survey, compliments and complaints, face to face meetings.
It was felt that more could be done to reach patients.

What actions were taken to address the priority?

The practice website and Facebook pages were updated regularly with links to pages relating to practice performance as well as sites/events promoting health and well-being.

Given the wealth of information available, the practice developed a summary "Practice Performance Newsletter" (Appendix 5), sent to all PPG members, linked on the website and social media and available in hard copy in the practice.

The Practice "information Zone" has photos of key staff members (previous year request) as well as a board summarising our performance.

Mr Allen and Eilish have discussed and are hoping to host "meet the manager" sessions in 2015/16 – to enable patients to meet the Practice Manager and PPG chair face-to-face to raise non-clinical issues.

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

The newsletter has been well received.

A recent Healthwatch Dorset document "something to complain about, revisited" stated that Bridport Medical Centre was one of "some examples of good practice in terms of information provided on practice web sites" in relation to our complaints process.

Priority area 3**Improving access to GP appointments.**

Access to appointments continued to feature in feedback to the practice. The Practice felt the only way forward was to in some way "reshape" demand coming into the surgery, to ensure best use of resources and enable the patient to be seen by the most appropriate clinician within a reasonable timescale (including retaining 48 hour access for more urgent, acute medical problems).

What actions were taken to address the priority?

Dr Andy Finucane led on the "acute service" redesign, together with Managers, Nurse Practitioners and Health Care Assistants (appendix 6).

A first draft proposal was presented to the PPG steering Group on 6 March 2015 (appendix 7). A workplan for actions to be taken to support this service and other actions for 2015/16 were proposed and agreed on 26 March 2015 (Appendix 8)

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

Acute service start date to be agreed. Workplan 2015/16 – update end 2015.

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)

The Waiting Patient – Update on action plan 2013/14

Further actions completed through 2014/15

Signposting	Foyer toilet – remove sign Toilet – directional signs Information zone – signposting	Completed Ordered - Awaiting install Completed
Information	Upgrade website Jayex call in boards	Completed Installed - completed
Disabled access	External assistance bell – mobility scooters	Completed

4 PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26 March 2015 (by Mr Allen)

How has the practice engaged with the PPG:

The practice has taken active steps to reinvigorate the PPG, including identifying a new Chairman, arranging for him to meet with three of the partners, and organising an initial Open Meeting, attended by 24 patients. The PPG has instituted a programme of bi-monthly Steering Group meetings, and identified three work streams, all of which are facilitated and supported by the practice.

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

This work is in its early stages. The practice is working with the PPG to identify groups that may not easily have their voices heard, and take steps to have them represented on the Steering Group and the work stream groups. The practice and the PPG are proposing to have a regular joint "surgery" in the Medical Centre to talk with patients about their experience of the healthcare services provided by the practice. One of the three work streams is tackling communication, which will specifically include reaching out to seldom heard groups.

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

Yes

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

The progress reported earlier in this report on the three Priority Areas for 2014/15 has been well received by patients and carers. Patient satisfaction with the practice is generally very high. However the PPG has only recently been reinvigorated, and intends to have significantly more impact on improving services offered to patients and carers in 2015/16.

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

PPG members are engaged and keen to get involved, and the support we are receiving from the practice is equally enthusiastic.