


# Derbyshire & Nottinghamshire Area Team


## 2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Bakewell Medical Centre

Practice Code: C81016

Signed on behalf of practice: 

Date: 20/3/15

Signed on behalf of PPG: 

Date: 20/3/15

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

Does the Practice have a PPG? YES

Method of engagement with PPG: Face to face, Email, Other (please specify)

Bi-monthly meetings, email, website, hard copies, informal discussions face to face or by telephone in between meetings

Number of members of PPG: 14 regular members

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	47%	53%
PPG	36%	64%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	15%	7%	8%	10%	15%	15%	15%	15%
PPG	0	0	0	7%	0%	14%	58%	21%

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	>99%	0	0	<1%	0	0	0	0
PPG	100%	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	0	0	0	<1%	0	0	0	0	0	0
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:

We continue to promote the Group through our teenage health clinic, links with the local secondary school & mother and baby group. Our bi-annual newsletter which is well read and distributed to various outlets around the town is regularly used to encourage patients of all ages to join us and our staff actively promote the group. We have continued to ask all new patients who have joined the Practice (this forms a question on our New patient Questionnaire) if they are interested in joining either as a member of the PPG for bi-monthly meetings

Any patients who complain are invited to join the Group to help us to shape/reshape services especially if their complaint centres around service issues.

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:*

## 2. Review of patient feedback

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

The PPG conducted their own survey 'have your say on flu day' which was created and carried out by them. The results of the survey have been analysed and discussed and are to go to the local PPG Network meeting for sharing with other PPG's  
Our national Patient Survey results have been presented and discussed as have Friends and Family results since commencement in December.

*How frequently were these reviewed with the PRG?*

As they became available at our bi-monthly meetings

## 3. Action plan priority areas and implementation

Priority area 1

*Description of priority area:*

The need to look carefully at the availability of our GP's and with ever increasing demand how best this could be achieved. As a result, the Practice have held further discussions as a full team and are to implement changes with effect from April to include a change in the on call GP's duties and a system which will triage every patient who is unable to get a non urgent appointment on the day of their choosing

*What actions were taken to address the priority?*

A hybrid triage system has been introduced on 1/4/2014 with amendments/tweaks made often in discussion with our PPG

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

Whilst initially we encountered some resistance to the change, recent patient survey results to January 2015 have shown a significant improvement in patient satisfaction with ability to contact a GP by telephone and obtain an appointment

*How were these actions publicised?*

Via our website and Newsletters

**Priority area 2**

*Description of priority area:*

Despite extensive advertising of our opening hours (including provision to numerous outlets around the town of small information cards regarding the Practice) almost 50% of respondents were still unaware of our extended opening hours so we agreed that we would continue to promote these as widely as possible.

*What actions were taken to address the priority?*

Continued to distribute the cards around the town, in our Newsletters (which are widely read), information in the surgery

(noticeboard and door)

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

Marginal improvement in Patient Survey results in this area

*How were these actions publicised?*

Survey results to be published in our Spring 2015 newsletter/on our website

Priority areas
<p><i>Description of priority area:</i></p> <p>n/a</p>
<p><i>What actions were taken to address the priority?</i></p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p><i>How were these actions publicised?</i></p>

## 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):

We have continued to focus on appropriate displays of information-with relevant/up to date posters and a leaflet display which also reflects this. Two PPG members are now responsible for looking at these regularly in conjunction with the Practice.

Website information and information regarding services offered are now clearly displayed in the Practice

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20 March 2015

How has the practice engaged with the PPG:

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

By visiting local school to promote teenage clinics and participation in PPG; by personal and local contacts, website, newsletters and parish magazine for those isolated in surrounding villages.

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

from individual carers, health professionals, support groups.

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

Yes, discussed in detail at meetings with on-going updates on progress made resulting in modification to process and improved satisfaction rates.



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

Improvement shown on all recent surveys, satisfaction rate increased. Transport is a major issue particularly for patients isolated in surrounding villages. This has an impact of timing of appointments.

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

A good relationship between practice and PPG.

**Please submit completed report to the Area Team via email no later than 31 March 2015 to:**

- Derbyshire practices: [e.derbyshirenotttinghamshire-gpderbys@nhs.net](mailto:e.derbyshirenotttinghamshire-gpderbys@nhs.net)
- Nottinghamshire practices: [e.derbyshirenotttinghamshire-gpnotts@nhs.net](mailto:e.derbyshirenotttinghamshire-gpnotts@nhs.net)