

# Derbyshire & Nottinghamshire Area Team

## 2014/15 Patient Participation Enhanced Service REPORT

Practice Name: The Brimington Surgery

Practice Code: C81058

Signed on behalf of practice: *Julie A Putter*

Date: 26/3/2015

Signed on behalf of PPG: *Pam Wright*

Date: 26/3/2015

### 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)  
Meetings every 3 months. Information sent electronically to virtual PPG including agenda and minutes of meetings. Ad hoc communications as necessary between PPG members and Practice Manager.

Number of members of PPG: 21 regular attenders to meetings; 84 members of virtual patient group

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.6	50.4
PPG	9.5	90.5

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	17.7	9.3	11.7	13.2	14.6	11.9	10.9	10.6
PPG	0	0	3.3	15.3	18	23.3	30	10

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	96.7				0.7			
PPG	97.4				0.3			

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice					0.8					1.8
PPG					0					2.3

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 held meetings at both lunchtime and in the evening. We have invited carers of patients in local residential homes. We send out information and minutes of meetings to everyone on our virtual PRG, invite them to meetings and to take part in surveys, and ask for items for the agenda. We have contacted both local comprehensive schools and the local sixth form college to invite students to meetings.

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

*If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:*

We have a large number of nursing homes in the practice population. Until recently we had regular attendance from one of the nursing homes but this has ceased in recent times. We have invited all nursing homes to attend meetings, and send copies of agendas and minutes of meetings.

## **2. Review of patient feedback**

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

Suggestions box in reception area  
NHS Choices  
Friends & Family Test

*How frequently were these reviewed with the PRG?*

Regular agenda item

### 3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i> Practice Nurse appointment availability after 5.30 p.m.</p>
<p><i>What actions were taken to address the priority?</i> Practice nurse appointments were made available within the extended hours opening times at the practice, ie Wednesday evenings from 6.30 p.m. – 8.00 p.m. or Thursday evenings 6.30 p.m. – 8.00 p.m.</p>
<p><i>Result of actions and impact on patients and carers:</i> Increased availability of nurse appointments after 5.30 p.m. resulting in improved booking facilities for patients who work full time. <i>How were these actions publicised?</i> On the website On surgery noticeboard.</p>

## Priority area 2

*Description of priority area:*

Advance availability of bookable appointments.

*What actions were taken to address the priority?*

Availability of routine bookable appointments is usually 2 days ahead and 1 week ahead. Availability added to include booking 4 weeks ahead with named GP if requested by patient.

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

Patients can book with chosen GP up to 4 weeks ahead routinely, if requested.

*How were these actions publicised?*

PPG meeting

Website

Surgery noticeboard

### Priority area 3

*Description of priority area:*

GPRs in the practice – informing patients what happens within a training practice

*What actions were taken to address the priority?*

GPRs have regularly attended PPG meetings to talk about their background and their plans for their future careers. Further attendance planned at PPG meetings.

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

Patients have a better understanding of what a GP registrar is, how they work, and how they affect the practice. Patients are more willing to see GP registrars for their care and treatment.

*How were these actions publicised?*

PPG Agenda

Surgery noticeboard and screen

## 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):

Progress on previous issues:

Parking – Following discussions with the local Council, the Council have now identified an area of parking within a local park which is usually not available during the day, but which they have now made available Monday to Friday from 8.00 a.m. for additional parking. This is a fair distance from the surgery but is useful as overflow parking for staff and visitors to the surgery, so that patients could possibly have more parking available closer to the surgery. We consider this a substantial improvement following our request for help.

Privacy at the reception desk. Signage has been improved requesting patients to stand back from the reception desk and also informing patients that there is a separate room available for confidential conversations.

Receptionists – Surveys indicate that feedback regarding our receptionist team is improving following significant training input.

Newsletter – There has been no progress with regard to the request for a community newsletter which we could include surgery news within. We will therefore revert to the format previously of producing a newsletter for the surgery only.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26/3/2015

How has the practice engaged with the PPG:

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

The practice uses the website, emails, information screens in waiting room and noticeboards within the community. We have also approached local schools and colleges to invite attendance at PPG meetings.

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

Feedback from suggestion box, website, emails, NHS choices, national surveys and face to face

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

Yes. Discussed at PPG meeting in September 2014.



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

Later appointments now available for practice nurse for patients who find it difficult to attend between 8.00 a.m. and 6.30 p.m.  
Patients able to book up to 4 weeks ahead with GP of their choice.  
Information given to patients about training practice and registrars so that they can have better understanding of what a trainee GP is and what is involved in their training.

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

None.

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

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