

Annex D: Standard Reporting Template

NEW Devon Area Team
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Wyndham House Surgery

Practice Code: L83134

Signed on behalf of practice: Mark Flinton

Date: 25/3/15

Signed on behalf of PPG: Bud Wendover

Date: 25/3/15

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

Does the Practice have a PPG? YES
Method of engagement with PPG: Email
Number of members of PPG: 27

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:

Initially everyone who wanted to be part of the PPG was accepted, but when it was realised that most of the members were from the older generations a call was sent out via the website asking for volunteers from other categories. New members are only accepted if they are from the following groups: 16-64, carers, ethnic minorities.

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:

Complaints and suggestions; Healthwatch; Local voluntary groups (incl. Friends of Wyndham House); GP patient survey; Friends and Family Questionnaire; staff comments.

How frequently were these reviewed with the PPG?

Once a year

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Communication with patients – how should communications develop between the Practice and patients, eg. Signs, emails, texts, AV presentation in waiting areas

What actions were taken to address the priority?

Question asked to PPG by email
Responses analysed and action agreed

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

The Friends of Wyndham House agreed to fund the purchase and installation of an AV presentation screen in the waiting room that will be used to show presentations and to display health information.

Priority area 2

Description of priority area:

Use of Social Media – how should the surgery be using Facebook and are there any other social media platforms that we should have a presence on (eg. Twitter, Pinterest, Instagram)

What actions were taken to address the priority?

Question asked to PPG by email

Responses analysed and action agreed

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

The consensus amongst the members of the PPG was that the Facebook page seemed to be a useful way to communicate with patients in younger age groups. Most of the responders said they did not use it, but understood younger people found it easy to use. Other social media platforms were not considered appropriate for Wyndham House Surgery at the present time.

The Facebook page is now regularly updated with fun and relevant information, and so far has 22 likes. There are posters around the surgery and a link on the website.

Priority area 3

Description of priority area:

Prescription labelling – comments from elderly patients that the writing on the packaging of dispensed medication was very small and difficult to read.

What actions were taken to address the priority?

The PPG were asked if prescription labelling was a problem. They all said no, but could see how the visually impaired would find it difficult to read the labels.

It was investigated to see if the font could be improved and trialled for a 6 week period. There was no response from patients, but dispensary staff noted that far more labels were needed. The labels were then returned to their previous font.

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

The font of the labels was increased for a trial period. Following discussion with staff this decision was reversed. No one commented one way or another.

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):

Patient Action Plan Priorities from 2014:

Carers information is available regularly throughout the year, with articles on Facebook and the website, along with displays in the surgery. Further promotion of the Carers Group is being prepared, as a letter to carers will go out in the next few weeks.

Repair of toilets – these were repaired within a month of the Patient Action Plan and posters displayed asking patients to report any problems to staff.

Online info about travel – the website is regularly checked to see if the information is current and accessible.

Dispensary opening hours – all staff are now aware that if patients come into the surgery while the dispensary is closed then they can still collect meds. Further options (redesigning the dispensary area) are in progress.

Bells at reception and dispensary – bells have been installed at the Dispensary and Reception windows.

Leaflets within the waiting room – these have been de-cluttered and are regularly checked to ensure only current ones are available.

Ease of booking appointments – these are now available online.

Still in progress from last year are:

Stair lift investigations - ongoing

IT classes for the elderly – ongoing investigations, but local projects are underway, supported by Wyndham House Surgery

Wifi network available in waiting room – not yet available

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25/3/15

How has the practice engaged with the PPG:

Regular positive email exchanges. Email is the method of regular contact with the group. Responses are then collated and analysed.

Clarification is sought from the group if needed.

The practice has a virtual PPG and its members are contacted via the practice website, and through questionnaires available in the surgery.

A patient represents the practice at the sub locality patient panel

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

The surgery has attempted to make the Patient Group representative of the patient population. People from all ages and types of background are included. Outreach through support of the Friends of Wyndham House Surgery and nurse practitioners.

The practice funds support a lunch for the elderly, drugs etc are delivered via a van delivered by volunteer who are able to dialogue with "shut ins" A public meeting for the practice is held annually addressed by the principal GP.

The practice seeks to utilise digital media eg. Facebook to contact the younger members of the population who are under-represented in the virtual PPG

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

As well as the PPG patient feedback comes in a variety of ways – through the website, in the form of letters to the surgery, through the Friends and Family questionnaire, and through direct conversation between staff and patients, as well as from the Friends of Wyndham House.

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

Yes, this was sent out by email.

The Surgery continues to be highly rated by its user base. Correlation with action plan difficult to establish.

Yes via questionnaires and subsequent comment

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

We now have a much better decorated surgery. Having a bell at the dispensary window is a very good idea, as patients can now attract the attention of the staff.

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

The practice provides an excellent service which is highly rated by the practice population. It responds promptly and effectively to comment received from the virtual PPG