

2015 PPG Report

Dartmouth Medical Practice

Devon, Cornwall and Isles of Scilly Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dartmouth Medical Practice

Practice Code: L83094

Signed on behalf of practice: Kathy Congdon Date: 9th March 2015

Signed on behalf of PPG: Pierre Landell-Mills Date: 12th March 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) Face to face and email | | | | | | | | | | | |
| Number of members of PPG: 14 plus virtual email PPG | | | | | | | | | | | |
| Detail the gender mix of practice population and PPG: | | | | | Detail of age mix of practice population and PPG: | | | | | | |
| % | Male | Female | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
| Practice | 3842 | 4045 | Practice | 1154 | 561 | 688 | 721 | 1074 | 1228 | 1365 | 1096 |
| PPG | 6 | 8 | PPG | | | | 2 | 1 | 3 | 4 | 4 |

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 | 1533 | 7 | 0 | 104 | 1 | 4 | 5 | 8 |
| PPG | 14 | | | | | | | |

| | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | |
|----------|---------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|-------------|-------|---------------------|
| | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Ethnicity Not given |
| Practice | 7 | 0 | 5 | 3 | 5 | 0 | 0 | 0 | 0 | 448 |
| PPG | | | | | | | | | | |

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:

In an effort to become more representative of the patient community in terms of age groups the PPG has one student from the local Academy school. While efforts have, and will continue, to be made to recruit PPG committee members from the younger age groups this has proved difficult because of their work and family commitments. The non-British component of the patient community is very small; for most of last year one of the PPG committee members was from Africa, but she has since resigned because of conflicts with her work commitments.

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:

The Dartmouth population has an above average elderly population reflecting the area's attraction as a retirement community. The PPG committee composition reflects this demographic bias. The PPG is also reaching out to carers through a specially designed survey.

2. Review of patient feedback

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

PPG survey 2014/15
CQC Inspection July 2014
Bi-monthly patient/PPG contacts
Patient suggestion forms
Friends and family feedback
General feedback via Practice website

How frequently were these reviewed with the PRG?

Bi Monthly

3. Action plan priority areas and implementation

| Priority area 1 |
|---|
| <p data-bbox="203 395 589 427">Description of priority area:</p> <p data-bbox="203 467 1541 499">To make the PPG more effective and to develop a virtual PPG to supplement the existing PPG</p> |
| <p data-bbox="203 616 889 647">What actions were taken to address the priority?</p> <p data-bbox="203 687 2011 871">The PPG committee developed and is now helping to implement a 12 point joint Practice-PPG action plan which was formulated on the basis of patient suggestions included in the responses to the patient opinion survey. This covers the functioning of the appointment system, prescriptions, continuity of care and Practice-patient communications (website, blog, newsletter etc). The PPG also helped organise, and participated in, the Practice's public forum in July 2014, which also served as the PPG annual members' meeting.</p> |
| <p data-bbox="203 1026 1317 1058">Result of actions and impact on patients and carers (including how publicised):</p> <ul data-bbox="253 1098 2000 1289" style="list-style-type: none"><li data-bbox="253 1098 1084 1129">• PPG chair emailed all patients on the Practice email list<li data-bbox="253 1137 2000 1169">• Posters advertising the forum were placed in the surgery and on the website. An article was published in the local paper.<li data-bbox="253 1177 1977 1249">• Public forum held in July 2014 with an agenda including health and well-being checks for carers, early detection of skin cancer presentation and a presentation by the PPG.<li data-bbox="253 1257 1906 1289">• Virtual PPG now has some 15 members and they are consulted three to four times per year on specific questions. |

Priority area 2

Description of priority area:

Improve Practice/patient communications.

What actions were taken to address the priority?

- Update and develop the Practice website and blog
- Publish a newsletter on a quarterly basis.
- Explore patient/surgery communication eg emails for services and treatments

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

- Website now has a full list of PPG members and updated biographies on GPs and staff members.
- Newsletter now has a designated DMP staff member to liaise with the PPG.
- Newsletter will be in both print and email versions.
- A concerted effort has been made to increase our email address list – a PPG member attended our flu clinics and collated email addresses from patients.

Priority area 3

Description of priority area:

To improve the patient experience

What actions were taken to address the priority?

- On the day appointments for all children under 5 with no need to speak to a GP first
- Expected wait information for patients for phone calls and appointments.
- A patient information leaflet.

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

- All children under 5 now have automatic access to a GP via an appointment on the day.
- All patients are informed of the expected wait both for phone consultations and appointments in the surgery thus making them aware of any delays.
- A patient information has been devised and is in circulation giving details on systems for blood tests, appointments, phone consultations, triage, hospital correspondence, medication reviews and repeat prescriptions.

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):

- In the previous two years we have made progress with the repeat prescribing schemes, which have improved following meetings between the local pharmacies and GPs.
- EPS has been introduced which has helped patients ordering and collecting prescriptions.
- Initial communication ideas such as collecting email addresses and preparing a newsletter.
- Online booking of appointments.
- Online ordering of prescriptions.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 12th March 2015

How has the practice engaged with the PPG:

The Practice has designated one senior Partner to liaise regularly with the PPG Chair, various Practice Partners participate in the PPG's monthly meetings. The Practice Manager acts as Secretary to the PPG and circulates and publicises the minutes of the bi-monthly meetings. PPG committee members and doctors have worked together on patient information materials.

How has the practice made efforts to engage with seldom heard groups in the practice population?
Carers and students as previously detailed.

Has the practice received patient and carer feedback from a variety of sources?
This is in hand.

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 action plan?
Improvements have been made to the appointments and prescription systems, to the website and other forms of Practice-patient communications.

Do you have any other comments about the PPG or practice in relation to this area of work?
A PPG can only be effective if it has the strong support of the Practice. In the case of Dartmouth this support has been forthcoming.