

# Derbyshire & Nottinghamshire Area Team

## 2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Blackwell Medical Centre

Practice Code: **C81661**

Signed on behalf of practice: Dr Joanna Southcott

Date: 23/3/2015

Signed on behalf of PPG: Jack Rawson      Date: 30/3/15

### 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)<br>Regular face to face meetings usually 8 weekly but also some members contacted by email |
| Number of members of PPG: 6   |

Detail the gender mix of practice population and PPG:

| %        | Male | Female |
|----------|------|--------|
| Practice | 50   | 50     |
| PPG      | 33.3 | 66.7   |

Detail of age mix of practice population and PPG:

| %        | <16  | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
|----------|------|-------|-------|-------|-------|-------|-------|------|
| Practice | 18.8 | 9.5   | 9.4   | 13.2  | 14.8  | 11.6  | 12.3  | 10.4 |
| PPG      | 0    | 0     | 0     | 0     | 0     | 33.3  | 66.7  | 0    |

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 | 97.5    |       |                          | 1.8         | 0.18                          | 0.12                 |              |             |
| PPG      | 83.3    |       |                          | 16.7        |                               |                      |              |             |

  

| %        | Asian/Asian British |           |             |         |             | Black/African/Caribbean/Black British |           |             | Other |           |
|----------|---------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|-------------|-------|-----------|
|          | Indian              | Pakistani | Bangladeshi | Chinese | Other Asian | African                               | Caribbean | Other Black | Arab  | Any other |
| Practice | 0.16                | 0.24      |             | 0.04    |             |                                       |           |             |       |           |
| 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:

As per previous years we have mainly advertised with posters in reception but also directly asked people in the younger age groups and ethnic minorities when they attend for appointments

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:*

Feedback has been from a patient survey created by the PPG.  
Members of the PPG have been directly contacted by members of the practice with suggestions of change.  
A suggestions box in reception.

*How frequently were these reviewed with the PRG?*

We have had two meetings regarding the feedback from the patient survey.  
We discuss direct patient feedback at every meeting.

### 3. Action plan priority areas and implementation

| Priority area 1  |
|--|
| <p><i>Description of priority area:</i></p> <p>Try to increase the number of appointments to reduce the waiting time.</p>  |
| <p><i>What actions were taken to address the priority?</i></p> <p>We have been working on a pilot weekend project to provide appointments to three local practices.</p>  |
| <p><i>Result of actions and impact on patients and carers:</i></p> <p>We have to start the project by the end of March 2015; it will provide more appointments to all patients at weekends for routine problems which should make it easier for people who work to access services.</p> <p><i>How were these actions publicised?</i></p> <p>Patients informed directly by reception, posters up in the surgery and on the website.</p> |

## Priority area 2

### *Description of priority area:*

Requests for a female GP

### *What actions were taken to address the priority?*

Finally both doctors' posts have been filled and unfortunately there were no female applicants. We have been requiring locum cover on the Fridays and whenever possible we request a female.

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

As yet this has not been a stable arrangement so it is not possible to be able to tell the patients when a female GP is available.

### *How were these actions publicised?*

These have not been publicised because we cannot inform patients when a regular female GP is available; it will appear on the website.

### Priority area 3

*Description of priority area:*

To produce another information DVD for reception.

*What actions were taken to address the priority?*

The PPG suggested that a new DVD was produced for the spring/summertime. This is in the process of being made and should be available in surgery in the next six weeks.

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

It is felt by the practice and PPG that the information advertised helps patients co-ordinate their own care effectively. The example given is booking for holiday vaccinations 3 months prior to the holiday; this gives plenty of time to get an appointment with the appropriate nurse and for the vaccination to have time to become effective.

*How were these actions publicised?*

This advertises itself in reception.

## **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):  
4.

As a practice we are currently unable to provide a service on a Wednesday afternoon for two reasons; firstly there is no available doctor to cover the session and secondly due to lack of funding.

Staff have undergone the training that was specified by the PPG with regards to confidentiality in reception and a poster is in place to make everyone aware that what they are saying maybe overheard. Due to DDA regulations the desk could not be changed

## PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30/3/15

How has the practice engaged with the PPG:

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

There are posters in to try and encourage new members. We have been present in surgery at times to give out the survey but also to make people more aware of who we are and if they would like to join.

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

Yes, from our survey but also from direct feedback from us.

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

Yes we discussed these at the meetings.

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

Our patients now have access to some weekend appointments at a local practice.



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

**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)