

Thornley Street PPG Report 2014-2015

Practice Name: Thornley Street Surgery

Practice Code: M92028

Signed on behalf of practice: Dr Hanora Richardson

Date: 11.3.15

Signed on behalf of PPG: Mrs Marlene Lambeth

Date: 11.3.15

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) – Face to Face and also virtual PPG by email											
Number of members of PPG: 61											
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	53%	47%	Practice	18%	19%	25%	15%	10%	5%	4%	4%
PRG	39%	61%	PRG	0	11%	36%	15%	13%	15%	5%	5%

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	23%	0.5%	0	10%	2%	1%	0.9%	1%
PRG	32%	0	0	7%	3%	5%	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	4%	0.8%	0.2%	2%	6%	8%	3%	0.8%	0	37%
PRG	2%	0	0	0	7%	18%	3%	0	0	23%

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 currently advertise for members on:

- Practice website
- Practice leaflet
- Noticeboard in the Surgery waiting room
- We inform all new patients who register about PPG and ask if they would like to join
- Advertise the next PPG meeting in the Surgery

It was one of the agreed objectives for this year by the PPG to increase the membership of the group.

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/NO

We have a high number patients from a Migrant Population which includes those from Eastern Europe, Kurdish and Afghanis.
We have a number of patients registered from the local University.

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

In order to gain more uptake and participation on the PPG we have undertaken the following:

1. Asking every patient at registration about the PPG (including asking the translator to translate and ask whether they would be interested in joining) and as well as including on the New Patient Registration Form
2. We are working closing with the RMC (Refugee and Migrant Centre) who are supporting patients with completing registration forms, obtaining ID and translation services. We regularly refer patients to them to support with the form completion. They are aware of what the PPG is and explain this to them to encourage them to participate.

2. Review of patient feedback

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

Friends and Family Test

How frequently were these reviewed with the PPG?

At each meeting

What actions were taken to address the priority?

In order to increase awareness and membership of the PPG, the following were undertaken :

- All new patients are asked whether they would like to join the PPG or virtual PPG at registration – the question is on the New Patient registration form, patients are asked by the reception team and explanation of PPG is given on the clipboards which patients use to complete the registration form in order to promote membership
- Information about the group is on the Practice Website along with instructions on how to join
- There are notices within the surgery advertising the next meeting in the run up to the meeting
- PPG have their own noticeboard which is in a prominent position next to the automated check-in desk and reception. This includes meeting minutes (see photos below)
- Leaflets around the surgery advertising the group (see photo)
- The PPG was advertised in the birthday cards sent to all 16 and 17 year olds and how they can join and how their thoughts and opinions can be heard





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

This has increased the membership of the group from 35 in April 2014 to 61 in February 2015. Current membership and increase is advertised on the PPG noticeboard with the priority areas and their achievements. Also discussed at the meetings and minuted. Minutes are on the noticeboard and website.

Priority area 2

Description of priority area:

To support the local respiratory event planned by Dr Helen Ward (Consultant at New Cross Hospital).

What actions were taken to address the priority?

PPG advertised and supported the pop-up shop in the Mander Shopping Centre in the Wolverhampton City Centre on the 26th and 27th September. Over 700 people visited this pop-up shop.

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

The event was publicised on the PPG noticeboard and the outcome with the attendance was displayed in the minutes on the noticeboard. This is also publicised on the PPG noticeboard the priority areas and their achievements.

Increased awareness of respiratory issues and also local community could receive advice on respiratory matters. This also linked in with having respiratory clinics in the surgery by Dr Helen Ward and Jean Crutchley (Respiratory Nurse).

Priority area 3

Description of priority area:

To support Macmillan, the PPG to hold a Coffee Morning at the surgery beginning in October when the flu clinics start running.

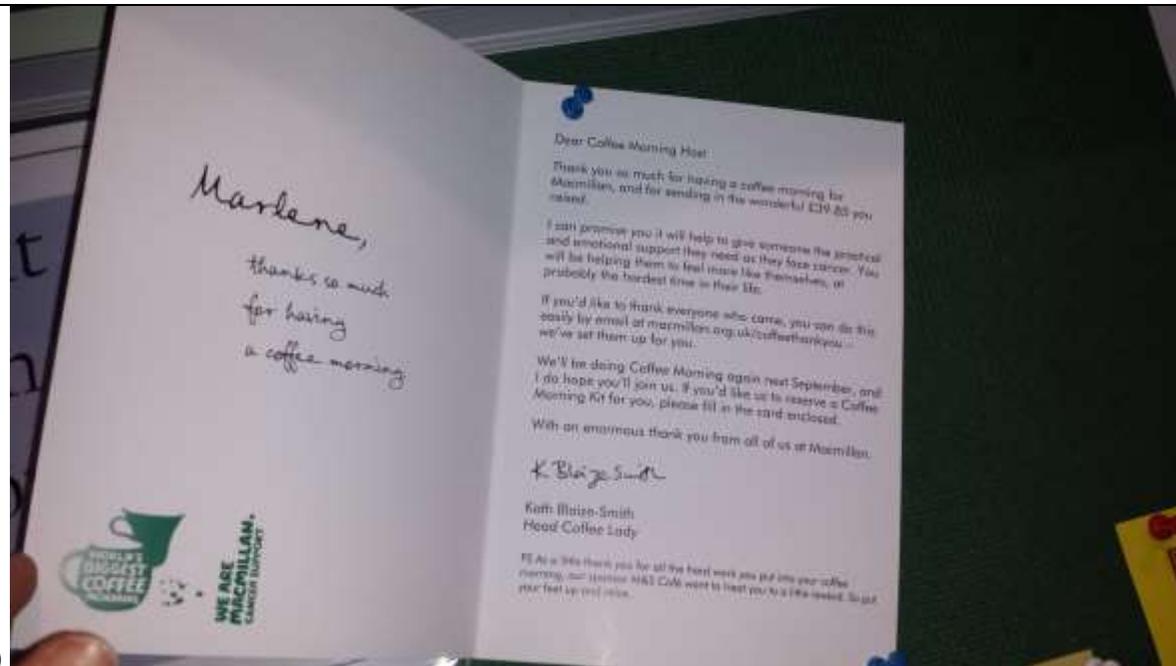
What actions were taken to address the priority?

A coffee morning was held in the surgery to raise funds for Macmillan was held on the 4th October 2014 10am – 12pm. £39.85 was raised.

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

The event was promoted by PPG, staff and on the noticeboard. This led to increased awareness of Macmillan and the support the charity can provide community involvement and increase funds for the charity. The money raised is advertised on the PPG noticeboard with the priority areas and their achievements, along with the thank you card from Macmillan (see photo of

noticeboard above and the card opposite)



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):

1. There has been an increase in number of members of the PPG and virtual PPG. The PPG has increased its numbers from 35 to the current 61 members. This is a 74% increase. This has been achieved by the raising of the PPG profile within the surgery, with new patients, by the surgery staff and on the website. PPG have continued to update their noticeboard with information for the community / patients and information relating to the PPG.
2. PPG obtained a wheelchair for patients' use within the surgery
3. Further fundraising for Macmillan was undertaken

3. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

Held quarterly meetings which have been attended by with Senior Partner, Dr Richardson, Jacqueline Nicholls (Receptionist) and Practice Manager (or Deputy Manager prior to their appointment).

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

By asking all new patients whether they would like to join the PPG – including those whose first language isn't English or who have little or no English language skills. We have been working closely with the Refugee and Migrant Centre who have provided

training for members of the practice team. We have provided them with a poster to advertise our PPG in order to recruit members. We have information leaflets for this Centre which we can provide to patients. They have also helped to support our registration process for new patients. They are located 0.5 mile from the surgery and we regularly refer patients to them who have difficulty registering either through proof of ID or language barriers. They have also provided a telephone translation service for us over the phone when we have had problems communicating and supporting patients at the reception desk. We have language links from our website which explains the NHS services in 14 languages.

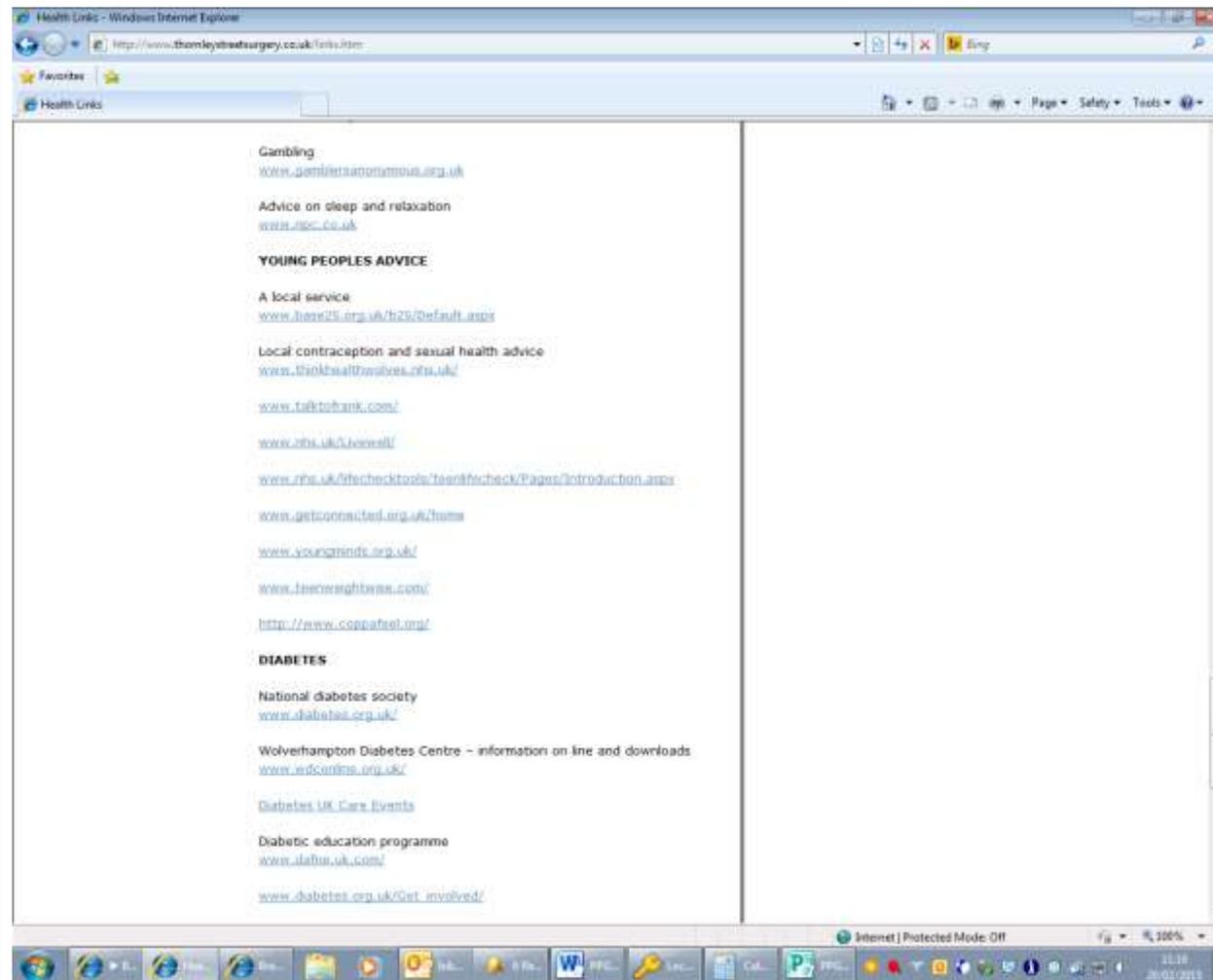
We regularly utilise interpreters within the surgery and we have had a number of leaflets (health conditions and travel information) and signs translated into various languages. For example diabetes information for Kurdish speakers as shown below:



Young People:

We send birthday cards to all 16 and 17 year olds which reminds them of the confidential service we provide and also offers to invite them to join our PPG and virtual PPG. It also directs them to our website for information relating to young people. Our

website has a wealth of resources and links for people of all ages and relating to lots health conditions.



Students:

We have developed links with the Health and Wellbeing Officer at the local University which has helped provide better integrated care and communication in order to support patients of this population.

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

We welcome feedback in order to continue to provide and improve services and encourage and receive feedback via the following methods:

1. Suggestion box
2. Family and Friends Test
3. Verbal and written communication from patients
4. Complaints system
5. Facebook

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

Yes – they created the priority areas and the actions required to achieve these.

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

- Increased awareness to our patients and carers (as well as the wider community) on respiratory matters
- Gained greater and more diverse patient involvement in the PPG
- Improved communication within the surgery through use of noticeboards and staff

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

No

4. Action plan priority areas and implementation

Priority area 1

Description of priority area:

1. To expand the PPG by advertising the group on our 16 and 17 year old birthday cards and invitation letter that is sent out at each birthday to our younger generation. Thornley Street Surgery reception staff to proactively advertise the PPG at every new patient registration.