

Standard Reporting Template – Patient Participation DES 2014/15

Surrey & Sussex Area Team

Practice Name Coachmans Medical Practice

Practice Code H82098

Signed on behalf of practice S Ruse Date 27.3.2015

Signed on behalf of PPG Electronically signed by Email Date 27.3.2015

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

Does the Practice have a PPG? YES / NO	YES
Method of engagement with PPG: Face to face, Email, Other (please specify)	EMAIL Occasionally meeting with some members as requested
Number of members of PPG:	78

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	50.8	49.2	Practice	24.1	10.8	18.4	15.8	13.2	8.9	6.0	2.6
PPG	37.5	62.5	PPG	0.0	0.0	2.7	5.4	21.0	29.2	41.7	0.0

Detail the ethnic background of your practice population and PPG:

White					Mixed/ multiple ethnic groups			
%	British	Irish	Gypsy or Irish Traveller	Other white	White Black & Caribbean	White & black African	White & Asian	Other mixed
Practice	48.2	0.2		13.3	0.5	1.5	5.7	1.0
PPG	59.1			16.4		1.3	2.7	

%	Asian/ Asian British				Black / African / Caribbean / Black British			Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Any Other	
Practice	2.7	5.9	0.5	0.3	2.5	4.3	0.5	1.2	0.1	11.6
PPG		4.0			1.3	1.3				13.9

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:

The Practice has continued to ensure PRG is representative of the practice population, Form given out when new patients register.

Notices in both waiting areas

Our Local Library displays our forms

Practice Booklet

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? E.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community? YES/NO

Many Young Parents

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

Advertising in local library

New Patient registrations

2. Review of patient feedback

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

Coachmans Medical Practice website www.coachmansmedicalpractice.co.uk
National GP Patient Survey <https://gp-patient.co.uk/for-gp-staff>
Friends and Family <https://www.iwantgreatcare.org/gpsurgeries/coachmansmedicalpractice>
NHS Choices <http://www.nhs.uk/services/gp/overview>
CQC Intelligent Monitoring <http://www.cqc.org.uk>

How frequently were these reviewed with the PRG?

We communicate with the PRG, we have asked for feedback in different way this year, via Friends and Family online and in house using the friends and family cards,

Our website

We aim to review our feedback annually with our reference group

3. Action plan priority areas and implementation

Priority area 1
Description of priority area:
Telephone Access to the Surgery
What actions were taken to address the priority:
We have increased our call handling staff at peak times from 4 to 5 We have installed a monitoring system on our phone system which alerts us to how long callers are waiting to be answered. We are introducing a direct line for patients to call to cancel appointments
Result of actions and impact on patients and carers (including how publicised):
Improved access for patients Publicised on our Website New letter Surgery Notice boards

Priority area 2

Description of priority area:

Number of
Missed appointments

What actions were taken to address the priority:

We audited our missed appointments for 6 months and the numbers were high

We are introducing a cancelation line

A member of staff is calling parents the day before a childhood immunisation appointment.

Survey Results showed

79% of got an appointment when they wanted it.

38% was very convenient

60% Fairly convenient

32% described your experience when making an appointment as very good and 54% fairly good

Priority area 3

Description of priority area:

Feedback on practice performance.

What actions were taken to address the priority:

New practice website
Links to other sites

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

Coachmans Medical Practice website www.coachmansmedicalpractice.co.uk
National GP Patient Survey <https://gp-patient.co.uk/for-gp-staff>
Friends and Family <https://www.iwantgreatcare.org/gpsurgeries/coachmansmedicalpractice>

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)

Free text
<p>Coachmans Medical Practice Team has worked extensively to listen to our Patients.</p> <p>We have addressed the issues raised in last year's survey</p> <p>Magazines are now available and regular updated</p> <p>Text messaging is now a routine form of contact</p> <p>Repeat prescriptions can now be ordered via our website and in May 2015 we hope to be offering the Electronic Prescription Service</p> <p>Appointments can be booked online</p> <p>Our Staff attend on-going training throughout the year which has improve staff confidence and moral, we have received so any positive comments about how good our staff are.</p>

4. PPG Sign Off

Report signed off by PPG: YES / NO	27.3.2015
Date of sign off:	27.3.2015
How has the practice engaged with the PPG:	By Email
How has the practice made efforts to engage with seldom heard groups in the practice population?	See section 1
Has the practice received patient and carer feedback from a variety of sources?	Please see section 2
Was the PPG involved in the agreement of priority area 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?	Improved telephone access
Do you have any other comments about the PPG or practice in relation to this area of work?	We are trying to recruit more active members to encourage our group to be pro-active