Marlowe Park Medical Centre

PPG Annual Report

Kent and Medway Area Team

2014/15 Patient Participation Enhanced Service

Practice Name: Marlowe Park Medical Centre

Practice Code: G82708

Signed on behalf of practice:  *Dr Sanjeev Juneja* Date: 12.03.2015

Signed on behalf of PPG: *Mr Leslie Rodmell*  Date: 12.03.2015

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face and Emails, Other (please specify) | |
| Number of members of PPG: 9 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49.26% | 50.74% | | PRG | 55.5% | 44.5% |  | **Age Sex Breakdown** | **Male** | **Female** | | --- | --- | --- | | Age Group 0-4 | 193 | 185 | | Age Group 5-14 | 287 | 301 | | Age Group 15-44 | 1007 | 997 | | Age Group 45-64 | 413 | 428 | | Age Group 65-74 | 101 | 104 | | Age Group 75-84 | 45 | 45 | | Age Group 85 And Over | 8 | 21 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | % | 0-4 | 5-14 | 15-44 | 45-64 | 65-74 | 75-84 | 85+ | | Practice | 8.33 | 14.19 | 48.16 | 21.31 | 5.1 | 2.29 | 0.63 | | PRG |  |  | 45% | 22% | 33% |  |  | |
| Detail the ethnic background of your practice population and PRG:  British or mixed British – 1635  White British/ English - 991  Polish - 834  Russian/ Estonian/ Latvian/ Lithuanian – 53  Black British/ African/ Nigerian – 133  Asian/Chinese/ Indian - 23  Other - 489  Total as on 03/03/2015 : 4140  % of Patients from BME populations: 36.5% | |
| 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 PPG for Marlowe Park Medical Centre contains an even demography consistent with that of our patient profile with reference to nationality. We actively recruited to the group all year round and have continually tried to encourage each demographic via all avenues of media, internet advertisement, email and in house poster advertisement. Our newest members have been requited to the PPG when joining the practice. It has become part of the new patient set up that we inform each new patient of the PPG and inform them they are welcome to attend and put across their views as well as actively have an input in the running of the Surgery. In doing this, we have had an increase in numbers to our meetings. The youngest member is currently 28 years old and most of the members have joined the group through the Medical Centre’s website. We are, therefore, aware that the website is having an impact. However, we are still struggling to hit the younger demographic. | |
| 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 , a large BME population  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  Continued efforts to include BME population, through all media possible. | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  We agreed with our PRG that we would conduct a patient survey from January to February 2015. The PRG also signed off the questionnaire to be used. We agreed to do a paper survey and an e-mail survey so reaching patients who may not be able to attend the Surgery. Receptionists handed out surveys to patients as they attended for appointments. Patients posted completed surveys in a box at reception and these were anonymous. The survey was also e-mailed to all patients that requested. 102 paper surveys were given out, completed and posted in box in reception.  Throughout the year we have had a Comments box in reception; however our patients rarely use this. |
| How frequently were these reviewed with the PRG?  Patient feedback is reviewed every three months with our PRG. |

1. Action plan priority areas and implementation

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| **Priority area 1** |
| Description of priority area:  Surgery website |
| What actions were taken to address the priority?   * Educating patients of website verbally – All staff to implement * Notice board Displaying information * Appointment cards holding surgery web address * Web address to be displayed in each room that is accessible to patients. * Ensuring carers are aware of website |
| Result of actions and impact on patients and carers (including how publicised):   * Ensuring the website and its users are made aware the Practice website is an invaluable tool. * The services offered on the website can help everyone involved. * Views from several carers on the website have been well received and ordering repeat prescription online has increased. * The results from our actions are to be on- going and will be a continued focus through the year. |

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| **Priority area 2** |
| Description of priority area:  Waiting room information posters management |
| What actions were taken to address the priority?  Practice Manager to review waiting room information posters monthly   * Remove obsolete/out of date * Notice board dedicated to Surgery information * Prioritise information * Include new/important posters |
| Result of actions and impact on patients and carers (including how publicised):  On-going implementation and awaiting outcomes. |

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| **Priority area 3** |
| Description of priority area:  Appointment reminder service (help prevent missed appointments- DNAs) |
| What actions were taken to address the priority?   * Ensure service is generated for each patient * Ensure reminder is sent at required time prior to appointment. * Reception team to ensure phone numbers for patients are correct * Reception team to ensure patients receive reminder. |
| Result of actions and impact on patients and carers (including how publicised):  This process will be on-going and the impact on DNA will be reviewed at the PRG every quarter. |

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):

Marlowe Park Medical Centre has participated in the scheme for several years now and we feel that issues raised in previous years reports have been monitored and resolved to the best of our ability. As a practice we feel we are doing everything in our power to provide the best service possible for our patients.

Last year we found that the areas that needed ‘fine tuning’ were the E-Commerce side of the website. Patient awareness of the virtual facilities was very poor.

The survey for 2013/2014 showed that 48% of those surveyed were not aware that we had a website. An immediate action plan for was put in place by the practice and the PRG.

Plan was as follows

*• Our website address would be displayed on each notice board within the practice waiting area.*

*• A notice board within the waiting area would be dedicated to the website, highlighting its uses, facility of booking online appointments, requesting repeat medications. (To be completed by 30th April 2014)*

*• Reception staff to mention the service of ordering prescriptions online to patients that came into the surgery to order or collect prescriptions and also to make the local pharmacists aware of this service.*

*• As of 26.02.2014 Marlow Park Medical Centre began e-prescribing, although a new procedure to the practice this will also be included within our focus.*

As can be seen from this year’s results the actions we took for educating patients about our online services have been successful. 23% have stated they were unaware. These are a huge improvement on last year’s results and a great success for our Team.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 12.03.2015 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?   * Marlowe Park Medical Centre continually actively recruited for the PPG all year around and is inclusive to all demographics. We have tried to get involvement from under-represented areas by individual invites and also offer an online participation for those that cannot attend. There are no identified ‘seldom heard’ groups as participation and feedback has been continuous.   Has the practice received patient and carer feedback from a variety of sources?   * Yes, feedback has been received and always been welcome. Sources used were PPG survey, comments box, and online feedback.   Was the PPG involved in the agreement of priority areas and the resulting action plan?   * Marlowe Park Medical Centre PPG was actively involved when analysing the survey and prioritising areas of concern. Also helped hand in hand creating a realistic and appropriate action plan.   Priority areas included discussion regarding Practice attempt to close list due to underfunding and inability to cope with list size which put patients at risk. However, since NHSE declined permission to close list, the Practice has taken measures to take patients only from old boundary area. This was appreciated by the PPG as it meant a lot to keep up the good standard of care that is being provided.   * Patients were made aware of the fact that Marlowe Park Medical Centre was paid, according to recent data published by the government, only £91.68 per patient and this was for patient car and inclusive of rent reimbursements and doctor and staff salaries, overheads etc which was one of the lowest in England.   Average payments made to Practices in England, as per data published, were to the tune of £136 per patient while Medway Practices on average received around £116 per patient.  How has the service offered to patients and carers improved as a result of the implementation of the action plan?   * Results indicate that patient satisfaction is increasing. Our survey results show that our face to face services from reception to doctor are continually growing strong, impacting on our patient’s overall experience at the surgery. Also that the increased awareness of the website and its services will help the practice as a whole give the best service possible.   Do you have any other comments about the PPG or practice in relation to this area of work?   * No |