Marlowe Park Medical Centre

PPG Annual Report

Kent and Medway Area Team

2015/2016 Patient Participation Enhanced Service

Practice Name: Marlowe Park Medical Centre

Practice Code: G82708

Signed on behalf of practice:  *Dr Sanjeev Juneja* Date: 17.03.2016

Signed on behalf of PPG: *Mr Leslie Rodmell*  Date: 17.03.2016

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: 10 |
| Detail the gender mix of practice population and PPG:

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| --- | --- | --- |
| % | Male  | Female  |
| Practice | 49% | 51% |
| PRG | 56% | 44% |

| **Age Sex Breakdown 2015/16** | **Male** | **Female** |
| --- | --- | --- |
| Age Group 0-4 |  162 |  167 |
| Age Group 5-14 |  300 |  307 |
| Age Group 15-44 |  975 |  946 |
| Age Group 45-64 |  433 |  435 |
| Age Group 65-74 |  93 |  112 |
| Age Group 75-84 |  52 |  45 |
| Age Group 85 And Over |  10 |  18 |

 | Detail of age mix of practice population and PPG:

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| --- | --- | --- | --- | --- | --- | --- | --- |
| % | 0-4 | 5-14 | 15-44 | 45-64 | 65-74 | 75-84 | 85+ |
| Practice | 8% | 14% | 48% | 21% | 5% | 2% | 1% |
| PRG |  |  | 45% | 22% | 33% |  |  |

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|  Detail the ethnic background of your practice population and PRG:  British or mixed British – 1669- 42% White British/ English - 926- 23% Polish - 802- 20% Russian/ Estonian/ Latvian/ Lithuanian – 51- 1% Black British/ African/ Nigerian – 151- 1% Asian/Chinese/ Indian - 23- 1% Other -  Total as on 17/03/2015 : **3982** % of Patients from BME populations: 35% |
| **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 continue to actively recruit for PPG all year round and have tried to encourage each demographic via all avenues of media; internet advertisement, email and in house poster advertisement. As part of the agreement from the 2014 PPG recruitment drive, the surgery continues to inform each new patient when joining the surgery of the PPG and openly welcome them to attend meetings 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 30 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:**Comments box – Throughout the year we have a comments box in the reception.NHS Friends and family test – This was implemented within the surgery April 2015 and is an on-going process. The responses are collated monthly.Patient survey - The PRG discussed the patient survey during the meeting held November 2015 and signed off the questionnaire which was to be used for the patient survey. This meeting also determind the media to be used. All agreed a paper survey and an e-mail survey thus insuring it reached patients who may not be able to attend the Surgery. PRG also agreed that the receptionists were to hand out the surveys to patients as they attended for appointments. Patients were to post completed surveys in a box at reception and these were anonymous. The survey was also to be e-mailed to all patients that requested. The survey was to be undertaken during February 2016.The patient survey went as planned and 100 paper surveys were completed.  |
| How frequently were these reviewed with the PRG?Patient feedback and friends and family test 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:Practice communication with patients  |
| What actions were taken to address the priority?* Re-locate complaints box to waiting area
* Re-locate suggestions box to waiting area
* Update practice website
* Web address to be displayed in each room that is accessible to patients.
* Ensuring carers have access to relevant information
* Review publications and letter templates
* Waiting room information management
* Notice board dedicated to Surgery information
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| Result of actions and impact on patients and carers (including how publicised):* Improved communications with practice population
* New PPG attendees
* Empowered patients to suggest ways to update surgery
* Website maintenance has ensured those that don’t attend the surgery regularly are kept updated
* On-going communication implementation across all media available
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| Priority area 2 |
| Description of priority area:Nurse DNA |
| What actions were taken to address the priority?* Logged regular DNA offenders
* Only offer on the day appointments for repeat offenders
* Reminder appointment messages sent to patients
* Ensure nurse appointments are readily available
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| Result of actions and impact on patients and carers (including how publicised):* Less DNA however still occurring issues
* On-going implementation and awaiting outcomes
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| Priority area 3 |
| Description of priority area:Look at other PRG groups within the area and see how we could improve our practice group |
| What actions were taken to address the priority?* Look at other practice websites
* Enter surrounding practices for notice board ideas
* Chair of PRG to attend other meetings
* Invite CCG representative to a PRG meeting
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| Result of actions and impact on patients and carers (including how publicised):* Improve the PRG website page including better signposting for patients and carers;
* Put up a PRG notice board in the patient waiting area
* Ensure minutes are well documented from meeting within patient area
* Evaluate information CCG rep gave and infiltrate throughout practice.
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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):

Having participated in the scheme for several years, Marlowe Park Medical Centre feel that issues raised in previous years reports have been monitored and resolved to the best of our ability.

* Last year we found that the communication between surgery and patients needed ‘fine tuning’ and again this year we feel this is going to be a continued process. Patient figures within the surgery fluctuate and although on previous years we enhanced awareness of communications it is clear it will be a continued area of concern.
* DNA for doctor has almost diminished since actions were taken from 2013 report.
* Setting up and maintaining virtual group
* Reviewing specific topics such as prescription services
* Reception phone lines fully functioning
1. PPG Sign Off

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| Report signed off by PPG: YESDate of sign off: 31.03.2016 |
| How has the practice engaged with the PPG:How has the practice made efforts to engage with seldom heard groups in the practice population?* Marlow Park Medical Centre makes every effort to engage with each group within the practice population. The centre strives to actively recruit 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. Posters are also displayed around the surgery to encourage patients to sign up.
* 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, online feedback and family and friends test.

Was the PPG involved in the agreement of priority areas and the resulting action plan?* Marlowe Park Medical Centre PPG were actively involved when analysing the survey and prioritising areas of concern. Also helped hand in hand creating a realistic and appropriate action plan.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?* Overall we feel this has improved communication with our patient population and is having a positive impact on our patient’s overall experience at the surgery.

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