*Woodhill Surgery*

*Station Road*

*Mayfield*

*TN20 6BW*

**Patient Participation DES 2014/15**

Practice Name: **Woodhill Surgery**

Practice Code:  **G81040**

Signed on behalf of practice **Andrew Cornell**  Date 31 March 2015

Signed on behalf of PPG **John Gaunt (Chair, Woodhill Patients Group)** Date 31 March 2015

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

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| Does the Practice have a PPG? YES / NO | YES |
| Method of engagement with PPG: Face to face, Email, Other (please specify) | Face to Face, Email, Attendance at PPG meetings. |
| Number of members of PPG: | 151 |

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| Detail the gender mix of practice, population and PPG: | Detail of age mix of practice population and PPG: | |
| |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 1448 | 1773 | | PPG | 46 | 54 | | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | >75 | | Practice | 697 | 289 | 247 | 336 | 485 | 441 | 383 | 343 | | PPG | 0 | 0 | 2 | 7 | 23 | 40 | 23 | 5 | | |
| 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 | 3133 | 6 |  | 2 | 1 | 9 | 3 | 9 | | PPG | 100 | 0 | 0 | 0 | 0 | 0 | 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 | 5 |  |  | 17 |  | 20 |  | 4 |  | 12 | | PPG | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |  |

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| 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 publish regular information updates about PPG activities, information passed down via HWLPRG and other items of interest to our population via newsletters, quarterly PPG meetings, noticeboard in surgery and presentations/stands at village fairs. Also use Facebook to attract younger age groups and organise meetings aimed at young parents. |
| 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 |
| NO |
| If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: |
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1. **Review of patient feedback**

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| Outline the sources of feedback that were reviewed during the year: |
| Feedback from participants at quarterly Patients Group meetings  Emails from patients to Patients Group committee members |

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| How frequently were these reviewed with the PRG? |
| Every 2-3 months depending on availability of personnel and urgency of issues raised. |

1. Action plan priority areas and implementation

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| **Priority area 1** |
| Description of priority area: |
| Continuity of care – Patients had reported lack of continuity in care i.e. being seen by different GPs at successive appointments. This is a result of only one GP being available every morning Monday to Friday whilst the other GPs only attend clinics on one full day per week. |
| What actions were taken to address the priority: |
| 50% increase in appointment slots compared with previous practice holders with 6 clinicians available at various times.  Online appointment booking system introduced via practice website  Advertising which doctors are holding surgeries on each weekday thus enabling patients to select appropriate day/time to see preferred doctor  Noting GP specialities on surgery website  AM & PM Telephone appointments available |
| Result of actions and impact on patients and carers (including how publicised): |
| Actions implemented by the practice have given patients more information and flexibility and as a result the Patients Group have not been made aware of any further issues on this topic.  Patients Group have publicised this in local newsletter and via email to members. |

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| **Priority area 2** |
| Description of priority area: |
| Patient confidentiality in the surgery reception area – Prior to the current team taking over the practice the patient reception window was situated in the waiting room itself which meant that conversations between patients and reception staff could be overheard by other patients. |
| What actions were taken to address the priority: |
| Due to the physical limitations of the surgery building there was not a lot of scope to improve this situation. The reception window was relocated away from the waiting room itself and placed in the entrance hallway where it would still be possible for other patients or staff to overhear conversations.  The Patients Group therefore requested that patients should be given the option of discussing sensitive matters in a more private setting. This has been agreed by the practice who will offer patients the option of having such conversations in a private room if they so desire. |
| Result of actions and impact on patients and carers (including how publicised): |
| No further adverse comments have been received by the Patients Group to date.  Patients Group have publicised this in local newsletter and via email to members. |

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| **Priority area 3** |
| Description of priority area: |
| After care when discharged from hospital especially for elderly patients or those nearing end of life. |
| What actions were taken to address the priority: |
| A multi-disciplinary team has been set up by the practice and a GP has been nominated as palliative care lead.  Care plans for patients nearing end of life or patients with specific needs requiring GP and community nursing help |
| Result of actions and impact on patients and carers (including how publicised): |
| No further adverse comments have been received by the Patients Group to date.  Patients Group have publicised this in local newsletter and via email to members. |

**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)

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| Free text |
| After taking over the running of the Woodhill Surgery in mid 2013 the present team have made substantial progress in reorganising the practice and how it operates.  Increased staff training has been put in place.  Appointment slots have increased by 50%.  Surgery website has been updated.  Online appointment bookings and repeat prescription services have been made available to patients with internet access.  Improvements have been made to the physical environment of the surgery, which is housed in an older building with limited space and options for restructuring are very limited.  A MDT (multi disciplinary team) has been setup to discuss and form care plans for patients nearing end of life or patients with specific needs requiring GP and community nursing help.  A GP has been nominated to lead palliative care.  Specialisations of individual GPs has been highlighted on practice website to inform patients when choosing their GP |

1. **PPG Sign Off**

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| Report signed off by PPG: YES / NO | YES |
| Date of sign off: | 31 March 2015 |
| How has the practice engaged with the PPG: | Face to face meetings with committee members, attendance at Patient Group meetings, email communications. |
| How has the practice made efforts to engage with seldom heard groups in the practice population? | Attendance at Patient Group meetings, articles in local newsletter |
| Has the practice received patient and carer feedback from a variety of sources? | YES |
| 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? | Since the introduction of the latest action plan there has been a high level of general satisfaction with the way the practice is performing. This is demonstrated by the absence of any significant complaints or concerns being brought to our attention over the past 12 months. It should also be noted that patient numbers are increasing which in part can be ascribed to the positive reputation being developed by the practice in the local area. |
| Do you have any other comments about the PPG or practice in relation to this area of work? | No |