

Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: SPILSBY SURGERY

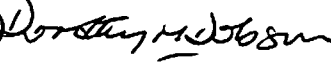
Practice Code: C83005

Signed on behalf of practice: MR JASON LONGSTAFF



Date: 23rd March 2015

Signed on behalf of PPG: MRS DOROTHY DOBSON (CHAIR)



Date: 23rd March 2015

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)

The PPG Committee meets on the second Wednesday of the month between 7pm and 9pm, although the latter part of this year saw the reduction in the frequency of these meetings. It has a formal constitution and holds an open Annual General Meeting in October every year. The committee consists of a Chair, Vice Chair, Secretary, up to 9 members and the Practice Manager. The Chair and Practice Manager are both involved in both the Skegness and Coast PPG Chairs Group and the LECCG Patient Council. In addition to the committee, the group also consists of virtual members who are kept informed of the committees actions through the website, minutes, newsletters, e-mail and the AGM. Furthermore, the newsletter is made available to all patients.

Number of members of PPG: 10 Committee Members, 239 Virtual members.

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3653	3834
PPG	110	139

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1223	571	661	730	1071	1075	1178	978
PPG	0	1	0	1	4	0	3	1

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	5871	8	0	25	3	3	0	8
PPG	248							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	9	2	1	8	8	3	2	3		6
PPG		1								

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 and the PPG committee operate a policy of inclusion. All patients on the practice list are eligible to become either committee or virtual members of the group. New patients are given a "sign up" form with their new patients registration information. The PPG has a dedicated area on the surgery website in order that it can communicate with the patients that it represents. The committee take every

opportunity to interact with the patients either in the surgery or by attending such events as the annual flu clinic which is held in the Franklin Hall, Spilsby, normally on one Saturday in October and one in November.

The PPG Virtual Group continues to form an integral part of the PPG. Application forms are included in the surgery registration pack issued to all new patients on registering with the practice. Furthermore, information regarding the PPG is available through the surgery website and includes a downloadable form and enables them to register their interest online. The PPG committee continue to advertise themselves through the display screen in the waiting room, via their dedicated notice board in the surgery and through the surgery website, as well as advertising in the Parish Magazine for all parishes that are contained within the surgery boundary. Furthermore, they have been actively involved at events held in the surgery and at the annual flu clinics which are held in the local town hall. All patients are encouraged to join the group and give their feedback not only on surgery services but those health services that are commissioned through the LECCG.

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? NO

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

Any patient on the practice list is eligible to join the group.

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year: Feedback is received from patients via the surgery website, NHS Choices website, in letter form, through surveys such as the GP Patient Survey Friends and Family Test, face to face at both the AGM and Flu Clinic attendance and by direct contact with either the Practice Manager or Committee member. This feedback is then reviewed and discussed either in person between the PPG Chair and the Practice Manager or through the regular committee meetings.

How frequently were these reviewed with the PRG? The review takes place either directly with the PPG Chair or at the regular committee meetings, depending on the questions raised, timeliness of reply required. Feedback is either returned via the person raising the question, direct with the patient or through the minutes.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Publicise what the PPG has done and how the surgery has responded to those requests.

What actions were taken to address the priority?

PPG Suggested a series of Posters and Power Point slides stating :

“You said/you wanted” and/or “We did/we responded”

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

Spilsby Surgery PM to work with specific committee members on the issue of patient engagement and to publicise what changes have come about as a result of engagement with the practice. *This did not come to fruition and will be revisited in the coming year. Actions continue to be advertised within the surgery, on the surgery website and through the minutes of the regular meetings,*

Priority area 2

Description of priority area:

To continue to work with the PPG, CCG and the Chairs Group

What actions were taken to address the priority?

The PPG will continue to lobby both the surgery management team and the LECCG in order to maximise the benefit for the patients of Spilsby Surgery and the wider patient community. It is committed to supporting the surgery and all staff who work there.

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

Continue to recruit new members, across the surgery demographic, in order to gain valuable feedback. The surgery remains fully committed to the PPG and will continue to engage with it on behalf of its patients.

Priority area 5

Description of priority area:

To work with the PPG in consultation with the PPG Chairs group and the communications officer from the GEMCSU to reduce the number of DNA attendances within the CCG area

What actions were taken to address the priority?

This work is still ongoing led by GEMCSU and LECCG, of which Spilsby Surgery PPG is actively partaking in the development.

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

Awaiting for the publicity campaign to start

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):

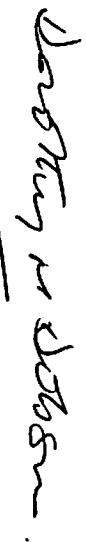
The committee has met with the Spilsby Town Council regarding the ongoing issue of access to the surgery which crosses an un-adopted/private road and is in a state of disrepair. They are awaiting feedback from the council and a response to the letter that they wrote to them. They have also submitted a response to the East Lindsey District Council Planning consultation regarding the proposed development of the Spilsby Surgery catchment area and the impact that this will have on the delivery of services, including health. One of the committee members attends the ULHT Trustees meetings. This offers the PPG an opportunity to raise important issues affecting the patients and allows them to feedback to all patients through the PPG minutes which are available as detailed above. More recently, both the Chair and Practice Manager have represented all Skegness and Coast patients at the LECCG Patient council meeting. This is a new initiative and involves organisation from the wider healthcare community, private sector and charitable organisations.

The Clinical Commissioning Group (CCG) for the Skegness and Coast continues to be supported by this surgery, Dr James Howarth continues as the Chair and Mrs Jeannie Bee (Executive Partner) and Mrs Dorothy Dobson (Surgery PPG Chair and CCG PPG Chair) continue to undertake a full and active role in support of this. Mrs Dobson continues to represent both the Spilsby Surgery patients but also the patients from all 7 practices in her dealings with the CCG board. She ensures that concerns are listened to and where appropriate and possible, acted upon. Please remember that you have the opportunity, through your PPG, to ensure that your voice continues to be heard and your questions answered.

Please remember that the PPG is here to represent you and that if you wish to join the group you can collect a form from the surgery or download one from the website. Furthermore, please remember that you can also book and cancel appointments online as well as order your medication. Finally, our medication delivery service continues to grow. If you would like to avail yourself of this service, please contact reception.

As a surgery we would like to thank our "critical friend" the PPG committee for working with us, giving us the opportunity to resolve issues and who listen and understand when we can't deliver on some expectations. Please remember that thanks to them, your voice continues to be heard.

PPG Sign Off



Report signed off by PPG: YES

Date of sign off: 24th March 2015

Has the report been published on the practice website? YES

How has the practice engaged with the PPG: The Practice has regular meetings with the PPG committee, at which minutes are taken, and once ratified are available within the surgery, on the practice website and, more recently, have been e-mailed to all PPG virtual members.

How has the practice made efforts to engage with seldom heard groups in the practice population? Continual advertising in the surgery, newsletters, facebook, patient booklet, new patient registration pack, parish magazines.

Has the practice received patient and carer feedback from a variety of sources? Not specific carer feedback. Other feedback has been described previously.

Was the PPG involved in the agreement of priority areas 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? This is an ongoing plan, through which we strive to care, inform and listen to our patients with the help of our PPG.

Do you have any other comments about the PPG or practice in relation to this area of work? No

Please return this completed report template to the generic email box – england.leicincsmmedical@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.