

## Patient Participation Reporting Template 2014-2015

Practices are required to submit the patient participation report detailed below.

Please submit an electronic version of this report to [england.bgswareateamprimarycareBewley@nhs.net](mailto:england.bgswareateamprimarycareBewley@nhs.net) by 17<sup>th</sup> April 2015

If you have any queries, please contact Harriet Gill – [england.bgswareateamprimarycareBewley@nhs.net](mailto:england.bgswareateamprimarycareBewley@nhs.net)

Practice details: Fairfield Park Health Centre

Practice code: L81071

**Stage one – validate that the patient group is representative**

Demonstrates that the PRG is representative by providing information on the practice profile:

<b>Does the Practice have a PPG</b>	<b>YES</b>
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Practice population profile	PRG profile	Difference
<b>Age</b>		
% 18 – 24 - 27.75%	% 18 – 24 -	
% 25 – 34 – 11.14%	% 25 – 34 – 4.35%	
% 35 – 44 - <b>11.59%</b>	% 35 – 44 – 0	-11.59

Practice population profile	PRG profile	Difference
% 45 – 54 – <b>13.26%</b>	% 45 – 54 – 21.74%	+8.48
% 55 – 64 – <b>9.23%</b>	% 55 – 64 – 8.7%	-0.53
%65 – 74 – <b>6.34%</b>	%65 – 74 -47.83%	+41.49
%75 – 84 – <b>3.78%</b>	%75 – 84 -8.7%	-5.02
% Over 85 – <b>1.71%</b>	% Over 85 - <b>8.7%</b>	+6.99
Ethnicity		
White	White	
% British Group - 82.11%	% British Group -65.22%	16.89
% Irish -1.01%	% Irish -	
Mixed	Mixed	
% White & Black Caribbean – 0.93%	% White & Black Caribbean -	
% White & Black African – 0.58%	% White & Black African -	
% White & Asian - 1.09%%	% White & Asian -	

Practice population profile	PRG profile	Difference
<b>Asian or Asian British</b>	<b>Asian or Asian British</b>	
% Indian - 0.83%	% Indian -	
% Pakistani - 0.12%	% Pakistani -	
% Bangladeshi - 0.17%	% Bangladeshi -	
<b>Black or Black British</b>	<b>Black or Black British</b>	
% Caribbean - 0.59%	% Caribbean -	
% African - 0.45%	% African -	
<b>Chinese or other ethnic Group</b>	<b>Chinese or other ethnic Group</b>	
% Chinese - 2.41%	% Chinese -	
& Any Other - 9.72%	& Any Other -	
<b>Gender</b>		
% Male - 64.98%	% Male - 43.48	-21.5
% Female - 35.02%	% Female - 56.52	+21.5

<p><b>Differences between the practice population and members of the PRG</b></p> <p>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:</p>	<p>Recruitment posters for the Patient Reference Group were displayed in the Practice and in two local Pharmacies as well as at various sites at Bath Spa University where the Practice has significant number of registered patients. The Group was also promoted on the Practice website with an online form for patients who wished to join the group to complete.</p> <p>Ethnicity data for the 23 PRG members includes 8 members who chose not to state their ethnicity.</p> <p>Following the PRG meetings it was agreed to allocate a separate space in the Reception/Waiting area to promote the group in order to increase membership. It was also suggested to schedule some Group meetings during the daytime to try to encourage other patients to participate</p>
<p><b>Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? Eg a large student population, significant number of Jobseekers, large numbers of nursing homes, or a LGBT community</b></p> <p><b>YES</b></p>	<p>The Practice has a significant number of students from Bath Spa University registered as patients. See previous response for steps taken to try to recruit from this patient group.</p>
<p><b>Is the group virtual or face-to-face?</b></p>	<p>Face to face, although there are some group members who have chosen not to attend meetings but to contribute via email.</p>
<p><b>How many members are there on the PRG?</b></p>	<p>23</p>

<b>Step 2 – Review Patient Feedback</b>	
Outline the sources of feedback that were reviewed during the year:	NHS Choices website feedback comments Friends and family test feedback scores and comments Practice suggestion box Feedback from two previous Practice patient surveys Anonymised summary of patient complaints Feedback from the National patient survey
How Frequently were these reviewed with your PRG	Twice via face to face meetings in April and March with agreement to meet and review on an ongoing quarterly basis.
<b>Priority Area 1</b>	
Describe the priority area:	Information and education.
Why was this priority identified:	The majority of responses and feedback were positive although it was apparent that there is a general lack of awareness and/or understanding of what services are available and the systems and processes in place.
What actions were taken to address this priority	Placement of additional noticeboards in the reception and waiting room. Clearer promotion of the Minor Illness/Walk in and wait Nurse, e.g. what ailments she can treat, what medication she can prescribe etc. (also to be made available on the Practice website) Notification of which clinical staff are on duty each day. Separate noticeboard specifically for the Patient Group. (also to be made available on the Practice website) Display an 'organisational structure' in a public area (also to be made available on the Practice website)
What were the results of the actions and what impact on patients and carers.	Clearer and more accessible information available for patients regarding staff and services at the Practice
How was this publicised.	Noticeboards in the surgery and on the Practice website

<b>Priority Area 2</b>	
Describe the priority area:	Access to booked appointments in advance
Why was this priority identified:	It was noted that appointments are not always available to be booked more than three-four weeks in advance
What actions were taken to address this priority	Practice staff with responsibility for compiling rotas and creating appointment slots on the computer system to aim to have appointments available between 4-6 weeks in advance. Practice Manager to monitor and review as appropriate.
What were the results of the actions and what impact on patients and carers.	A notice is displayed in the waiting room informing patients of how far in advance routine bookable appointment are available. This is reviewed and updated weekly. This is also posted on the Practice Website. The impact on patients and carers is that they are aware of how far in advance routine bookable appointments can potentially be made.
How was this publicised.	See previous response

<b>Priority Area 3</b>	
Describe the priority area:	Disabled access
Why was this priority identified:	It was noted that, due to the position and layout of the building, access from the rear car park can be difficult for patients with limited mobility, as the road includes a steep incline. This is particularly hazardous in wet and icy weather conditions.
What actions were taken to address this priority	Clearer markings for the disabled parking space in the front car park to prevent non-disabled badge holders using this space. The Practice is also considering options for allowing disabled patients using the rear car park to enter the building via the lower ground floor.
What were the results of the actions and what	Less obstruction of the disabled parking space by non-disabled drivers, therefore easier

impact on patients and carers.	access for disabled patients.
How was this publicised.	Noticeboards in reception and on the Practice website
<b>Progress on previous years</b>	
If you have participated in this scheme for more than one year, outline progress made on the issues raised in the previous year (s)	
<p><b>Year 1:</b> Increased number of GP sessions at bath Spa University; display boards purchased and placed in separate locations outside the surgery (NB. These need to be updated and amended); Increased uptake of the online appointment booking service; Promotional leaflets/posters etc. developed and circulated regarding urgent and same day care services; prescription processing procedure reviewed and amended (including recent implementation of electronic prescribing); Instruction booklet developed and circulated to relevant patients on how to use the online prescription requesting service; Staff update training session provided including procedures and policies on telephone answering, appointments, registrations etc.</p> <p><b>Year 2:</b> Staffing levels reviewed (additional hours added for relevant posts, plus a further reception post currently at recruitment stage); Information developed and circulated in previous year's plan reviewed and updated as required; Website monitoring, updating and maintenance allocated to a specific staff member (NB. This staff member has recently left the Practice so we are currently looking to replace this post)</p>	

<b>PPG Sign Off</b>	
Has the report been signed off by the PPG	Yes / No
What date was this report signed off:	

<b>How has the practice engaged with the PPG</b>
How has the practice made efforts to engage with seldom heard groups in the practice population? Please see previous responses
Has the practice received patient and carer feedback from a variety of sources?

Yes, please see previous responses.
How was the PPG involved the agreement of the priority areas and the resulting action plan? Please see previous responses
How has the service offered to patients and carers improved as a result of the implementation of the action plan? Please see previous responses.
Do you have any other comments about the PPF or practice in relation to this area of work? No.
<b>Name of Individual Completing this Document: Roger Stead</b>
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