

Merseyside Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Rainford Health Centre

Practice Code: N83041

Signed on behalf of practice: Helen Sansbury Date: 25th March 2015

Signed on behalf of PPG: Miss Jayne Lloyd Date: 25th 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) Meetings held quarterly at the practice											
Number of members of PPG: 19 patient members plus 2 practice members											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
	Male	Female									
Practice	2403	2433		<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	9	10		733	360	465	530	714	705	821	508
				PRG		1	1	1	1	13	2

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	4591	9		145		1	6	4
PRG	19							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	3			10	6					4
PRG										

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:

Back in 2011 we publicised the PPG on the waiting room TV for several months but had no response. So we used the messaging service and sent a message to all over 18s who we had contact details for. That was 2000. Of these over 100 people replied positively so, to ensure we had a representative sample we divided the names into male and female, under and over 65 years. The names were then drawn out of a hat. We felt this gave a cross section of the community reflecting age and gender only. No other factors were used.

We have to restrict our PPG membership to less than 20 due to lack of space for accommodating the PPG meetings.

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/NO

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

We have a proportionately large elderly population. With the elderly population on an increasing trend it seems logical to have these patients represented at the PPG.

We also have a prominent member of the local Carers Association as a member of our PPG. She regularly attends the meetings to give perspective on Carers views.

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

The practice undertook an Access Survey late in 2014.

How frequently were these reviewed with the PRG?

The results were reviewed once by the PPG on 4th March 2015

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 589 421">Description of priority area:</p> <p data-bbox="203 464 687 496">Accessibility of the Practice Nurse</p>
<p data-bbox="203 612 889 644">What actions were taken to address the priority?</p> <p data-bbox="203 687 2024 793">We have re-scheduled the Practice Nurse appointments with earlier start times. We have significantly increased the total HCA hours to offer improved support for the Practice Nurse to free up more time to offer face to face contacts/reduce waiting times.</p>
<p data-bbox="203 984 1314 1016">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1059 2018 1123">Improved access for patients, predominantly benefitting the working age populations who have long term conditions managed by the Practice Nurse.</p>

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):

In 2013/14 we commenced early morning GP sessions with normal pre-bookable appointments.

In 2012/13 we installed a new phone system which is successfully managing the telephone workload.

In 2011/12 we identified accessibility problems. The subsequent action taken to improve GP accessibility was completed successfully. The availability of the Practice Nurse may be considered only partially successful as per the recent survey.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 4th March 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? We continue to advertise for a member of the PPG from an ethnic minority group but have had no uptake. We would also like to have a younger member on the group as our youngest representative is 30 years of age.

Has the practice received patient and carer feedback from a variety of sources? Carer representative on the PPG

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? Better Practice Nurse / HCA availability

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