

Patient Participation Report

Cheshire, Warrington & Wirral Area Team
2014/15 Patient Participation Enhanced Service

Practice Name: **GLADSTONE MEDICAL CENTRE**

Practice Code: **N85037**

Signed on behalf of practice (type name): Dr. M Salahuddin

Date: 30/03/2015

Signed on behalf of PPG (type name): Anthony Delaney

Date: 30/03/15

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 or telephone								
Number of members of PPG: 4								
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:			
	Male	Female						
Practice	2463	2143						
PRG	3	2						
Practice	17.9 1%	11.39 %	14.56 %	11.07 %	15.04 %	13.17 %	10.22 %	6.60 %
PRG				1		1	3	

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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 British or mixed British
Practice	2597	2	0	74	1	4	2	1014
PRG	5							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	10	7	22	44	26	31	3	2	0	27
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:

- Invitations to join PPG
- Advertised on Reception
- Active involvement of patients
- Newsletter and Leaflets

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

NO

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

2. Review of patient feedback

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

Previous PPG meetings, internal surveys, FFT,

How frequently were these reviewed with the PRG?

3-4 times

FFT is collected on monthly basis and is discussed in patient group meetings

Internal survey are done on various aspects throughout the year

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>An in-house memory clinic</p>
<p>What actions were taken to address the priority?</p> <p>We discussed with the patients, analysing different aspects and assured them that we will speak to do CCG</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Discussion were made and currently no progress – on-going</p>

Priority area 2

Description of priority area:

Providing Appointments – Doctor of choice

What actions were taken to address the priority?

It was discussed that patient should be provided appointments on the same day or within 48 hrs or day of their choice. However there might be a delay if a patient wants to see a particular doctor

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

Attempt to be made to redirect the PPG

Priority area 3

Description of priority area:

Telephone Answering Machine

What actions were taken to address the priority?

Investigating better systems to provide more convenience and response to patients

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

Discussion in progress – have discussed various options with suppliers

Priority area 4

Description of priority area:

Information kiosks/LEDs

What actions were taken to address the priority?

Different mode of communication to patients

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

Continuous improvement in achieving patient satisfaction

- Information Leaflets
- Newsletters
- Patient Online access to appointments
- Online access to medications
- Information kiosks

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):

- Online access to patients
- In-house mental health clinic – progress in discussions
- Practice boundary on the website
- Waiting time improved
- More information of services on leaflet and newsletter

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30/3/15

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

Has the practice received patient and carer feedback from a variety of sources?

Was the PPG involved in the agreement of priority areas and the resulting action plan?

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Do you have any other comments about the PPG or practice in relation to this area of work?

The practice engages itself with the PPG and ensures that all priority aspects. We receive feedback through various internal surveys time to time, and also from FFT.

The discussions that take place in the meetings, are well addressed and actioned, achieving continuous improvement. We aim to fulfil the key priority areas and the success has been significant.

We also aim to achieve diversity in our group and have invited through our newsletters, leaflets and information available on the reception. Patients are encouraged to provide their opinions and we let them know that their suggestion counts.