

Moretonhampstead Health Centre

Patient Participation DES - Local Participation Report

Document Control

A. Confidentiality Notice

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B. Document Details

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C. Document Revision and Approval History

Version	Date	Version Created By:	Version Approved By:	Comments
1	16/3/12	R Carr	I Llewellyn, D Rogers, D Dudgeon, PPG members	
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3	17/3/14	R Carr	Dr Dudgeon, Dr Waterfall, Dr Kidner, PPG members	
4	19/3/15	E Knowles	Dr Waterfall, Dr Kidner, Dr Penfold, PPG Members	

Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Moretonhampstead Health Centre

Practice Code: L83049

Signed on behalf of practice: Emma Knowles **Date:** 17th March 2015

Signed on behalf of PPG: Jan Evans **Date:** 17th 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): <i>Monthly PPG Meeting, Quarterly meetings with our neighbouring Practice PPG Group, MHC practice staff and PPG members attendance at external training days, email correspondence between meetings.</i>																																					
Number of members of PPG: 7 members – 3 Females, ages 33, 46 and 67, 4 males, ages 80, 73, 70 and 17.																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th>%</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1453</td> <td>1572</td> </tr> <tr> <td>PRG</td> <td>48%</td> <td>52%</td> </tr> </tbody> </table>	%	Male	Female	Practice	1453	1572	PRG	48%	52%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th>%</th> <th><16</th> <th>17-24</th> <th>25-34</th> <th>35-44</th> <th>45-54</th> <th>55-64</th> <th>65-74</th> <th>> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>431</td> <td>222</td> <td>218</td> <td>287</td> <td>484</td> <td>497</td> <td>489</td> <td>397</td> </tr> <tr> <td>PRG</td> <td>14%</td> <td>8%</td> <td>7%</td> <td>9%</td> <td>16%</td> <td>16.8%</td> <td>16.2%</td> <td>13%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	431	222	218	287	484	497	489	397	PRG	14%	8%	7%	9%	16%	16.8%	16.2%	13%
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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 mixed
Practice	2930							95
PRG	97%							3%

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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:

All the current members are of white ethnicity, which represents 97% of the practice population. To date we have not managed to actively recruit any members from other ethnic groups as they represent such a small proportion of our local population and as yet no one has come forward to volunteer to participate.

Following a South West PPG workshop which took place in the latter part of 2014 it was agreed that there should be a review of the Moretonhampstead PPG as it was felt that the younger population was unrepresented. In response to this two new member's, a young mum and young male adult have joined the group.

The members of the group come from a variety of backgrounds, with a mixture of different interests and skills. The group also have a variety of medical needs and conditions which means that they can effectively represent differing groups of our population.

Notices are regularly placed in local publications asking for anyone who is interested in joining the group to make contact, and inviting feedback and suggestions about the service, the practice also display posters in the waiting area.

The PPG have recently reviewed the group's structure, changes have included clarity of roles and responsibilities within the group, agreed group objectives with timelines attached and a PPG mission statement.

2. Review of patient feedback

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

Patient questionnaires prior to the CQC inspection in November 2014.
 Friends and Family questionnaires.
 Suggestion box located in the Health Centre.
 South West PPG working group.
 PPG meetings
 Moretonhampstead Hub Steering Group Meetings

How frequently were these reviewed with the PRG?

On-going

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

In consultation to work with the local CCG, the Practice, other health professionals and neighbouring GP practices to contribute to the development of the Moretonhampstead Health and Wellbeing Hub ensuring that services will effectively reflect the needs of the local community.

What actions were taken to address the priority?

- GP Practice and PPG attendance to the Moretonhampstead Hub steering group
- GP Practice and PPG attendance to the Community Hospital development project group
- PPG attendance to the Patient Panel meeting
- Standing agenda item at PPG meetings
- Attendance at local open days/events
- Regular updates in Moretonhampstead News
- Quarterly joint meeting with neighbouring GP Practice PPG
- Developing links with voluntary community based services
- Recruitment of a young adult and young mum to the group to ensure that service gaps relating to the younger population are highlighted and considered for the Hub.

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

Work is on-going, however to date there has been good progress with the development of the hub.

Priority area 2

Description of priority area:

CQC Inspection – November 2014

What actions were taken to address the priority?

Three members of Moretonhampstead PPG members attended the CQC inspection which took place at the surgery on 6th November 2015. They met with the inspection team to summarize what people who used the service say. The inspection team asked the PPG members what patients felt about the Practices ethos, strategic vision, communication and standard of care.

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

Moretonhampstead Health Centre rated as 'Good' overall by CQC. The report is available on both the CQC and Health Centre website.

Priority area 3

Description of priority area:

Improved patient access

What actions were taken to address the priority?

Extension of the length of routine appointment slots from 10 mins to 15 mins.

An increase in the number of 'on the day' urgent appointments.

Dedicated Saturday Flu clinics.

Saturday opening during the Christmas period.

A named GP for all patients.

Telephone consultation

Minor Op clinics

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

Feedback has been very positive and approximately 50% of the comment cards completed at the time of the inspection made reference to the increased length of appointment times.

The CQC inspection report describes the good patient access and the impact of improvements.

The practice are about to audit the number of re attendances to determine if the longer appointment slots has reduced the number of visits a patient may make with a specific timeframe.

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):

Despite a change in staff at the Health centre, a new GP Partner, Practice Nurse and Practice Manager within the year the feedback from patients about their care and treatment has been consistently positive, data has reflected this feedback.

The Health Centre continues to provide a patient centred culture and patient are treated with compassion, dignity and respect, involved in care and treatment decisions.

There has been significant progress with the Moretonhampstead Health and Well Being Hub; this has been very much driven by the excellent partnership working of the community and health professionals representatives involved in the project.

The PPG has evolved over the last year with new membership. It is anticipated that the groups objective and representation will be pro-actively promoted in the coming months especially following the proposed introduction of drop in sessions.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19th March 2015

How has the practice engaged with the PPG:

The Practice make effort to engage with the local voluntary groups, there is also the imminent proposal to engage with the teenage age group via the local school. A 'drop in' coffee morning will be arranged at the Health Centre to further encourage patients to speak to their PPG representatives. Raising awareness of the PPG's purpose will be an objective for the coming year.

The PPG have been fully involved with the Practice and there is a transparent open culture between the PPG and Health Centre.

There has been some significant joint work undertaken in relation to medicines waste management with the Practice and PPG, promoting and spreading the message out to the patients.