

Standard Reporting Template

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

Practice Name: Bow Medical Practice

Practice Code: Y02633

Signed on behalf of practice: *M L Freeburn* Date: 16th March 2015

Signed on behalf of PPG: *V Ware* Date: 16th 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 group meets bi-monthly at the practice. We also communicate via email, telephone or through smaller working group meetings.
Number of members of PPG: 16

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1301	1359
PRG	6	10

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	233	106	121	129	224	189	173	126
PRG	0	0	0	1	1	2	7	5

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	2605	3	0	37	0	0	6	2
PRG	16	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0	0	0	5	2	0	0	0	0	0
PRG	0	0	0	0	0	0	0	0	0	0

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:

Every registered patient is encouraged to become a member of the Practice's Patient Group.

Whilst we have actively promoted the group, we have found it particularly difficult to engage the younger members of our patient community. Facebook has encouraged membership from the younger generation; we will use the poll tool available within Facebook to enable interaction and gain feedback in addition to traditional survey methods.

All members of the patient group are of a white ethnic origin. We have very few members of our patient community who are of another ethnic origin, less than 0.5%. We would welcome attendance from patients of different backgrounds; however, we felt that it would be discriminatory to target any one age group or ethnic group and therefore our "recruitment" efforts have been varied and hopefully reached patients of all ages and backgrounds. It is then for each patient to contribute in any way that they feel able, ensuring that we maintain respect and choice and have not singled out individuals which could compromise a relationship that is precious and privileged.

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

2. Review of patient feedback

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

We reviewed last year's local report and agreed on items to carry forward.

We then reviewed the patient survey and discussed topics where we might improve upon, however all members present felt that the service currently offered continues to be high quality and there was no specific area of concern or clear area for improvement.

We listened to patients attending the surgery, took feedback from the visitors book and comment box, discussed views obtained by the patient group representatives during social events, visits to the local farmers market, practice events etc and reviewed comments from the patient survey. A general discussion between the members of the PPG concluded once again that the level of service is high and there was no clear area for improvement identified.

We agreed to continue to use the Practice newsletter, local Bow and Arrow publication, our website and Facebook to reach patients.

How frequently were these reviewed with the PRG?

This is a standing item on our agenda and therefore we review feedback at each meeting.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Carers
<p>What actions were taken to address the priority?</p> <p>Whilst we have very good support from Devon Carers, who visit the practice monthly and offer individual appointments, we wanted to offer people the opportunity to meet others who are in a similar position. The role of carer is important and enables patients to remain in their own home, it is an important role and we wanted to do more for this group of people who can often feel isolated and lonely. The role of a carer can be varied and therefore the group was set up to include people who care for all ages. We formed a monthly carers group, which initially has been supported by Devon Carers. This group meets in the village hall on the third Tuesday of each month and is attended by a member of Devon Carers, the carers lead for the PPG and will be attended in the future by a member of Unite. We offer advice and support as to what assistance is available and the opportunity to chat with others who are in a similar situation, in a relaxed and friendly environment.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The group has been publicised in the local parish magazines i.e. the Bow and Arrow (Bow) and the Zeal Monachorum parish newsletter, on the practice website and Facebook pages, in the practice via posters which are placed on general notice boards and within our dedicated carers' area.</p> <p>The group is growing in membership; some members have attended once and then been signposted to Devon Carers who have then supported their needs. Other members have attended the group regularly. It is early days for the group therefore we have prioritised this again as an action.</p>

Priority area 2

Description of priority area: Patient Health and overcoming isolation.

What actions were taken to address the priority?

We formed a Walk and Talk group, which meets twice per month and caters for people of all abilities. This group was designed to promote health activity and offer an informal meeting whereby people can come together, which we hoped might be helpful to people who may be feeling isolated but find social groups overwhelming.

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

The group has been publicised in the local parish magazines i.e. the Bow and Arrow (Bow) and the Zeal Monachorum parish newsletter, on the practice website and Facebook pages and within the practice via posters that are placed on general notice boards.

The group is growing and becoming very popular. Feedback has been extremely positive and we hope to be able to work with the Mid Devon Walk and Talk group and advertise through their network in the future.

Priority area 3

Description of priority area: Community support network

What actions were taken to address the priority?

We have only just begun to explore this area; however, feedback has suggested that the community would benefit greatly from a network to call upon. Some of the suggested areas that we would like to explore following feedback include simple gardening, shopping and providing a lift to the practice or shop.

Two local communities currently offer a similar service. We hope to meet with them to explore how we might establish a network over the forthcoming year.

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

The community network could assist patients who are less mobile, support carers by undertaking some of their current responsibilities and provide companionship to those who may otherwise be isolated. This project is currently embryonic, we need to explore further and consider safeguarding. Therefore, we anticipate that this priority area will take some while to develop.

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 PPG continues to grow from strength to strength. The practice highly values the support that the PPG provides.

Whilst feedback is mainly positive, any issue raised is then discussed anonymously with the PPG. This helps us to ensure that we consider more than one patients viewpoint upon the matter. We also discuss patient feedback at our monthly practice team meetings, thus ensuring that all suggestions for change are shared and acted upon.

The practice PPG lead, who attends the Mid Devon PPG forum, ensures that we are kept informed of the wider agenda and able to contribute to this by reviewing items at our bi-monthly meetings, which is in turn fed back to the Mid Devon group.

The group has become more structured, we now have a PPG Chair and secretary, both of these roles had been undertaken by the practice over the last year.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 16th 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?

Every registered patient is encouraged to provide feedback on the services that the Practice provides, be it via the comment book available in the waiting room, a chat at reception, through the clinical team or a meeting with the Practice Manager. All patients are openly invited to become a member of the Practice's Patient Group. Patients have been informed of the group via notices in the surgery, a regular spot in the Practice newsletter, articles in the local publication the "Bow and Arrow" via our Practice website www.bowmedicalpractice.co.uk and on our Facebook page <https://www.facebook.com/BowMedicalPractice>. The Patient Group have their own e-mail bowpatientgroup@gmail.com and mobile phone to enable non-member patients to contact the group.

We have also been able to engage during social events, such as our Christmas evening, car boot sale and the local farmers market. Often patients will express views in a more relaxed setting, which is most valuable.

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

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?

As described within the priority areas.

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

The Practice and PPG members highly value our working relationship; we will endeavour to build upon the foundations that we have set in place over the next year.