

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

Practice Name: **Water Meadow Surgery**

Practice Code: **K82037**

Signed on behalf of practice:

Date: 25/3/2015

Signed on behalf of PPG:

Date: 25/3/2015

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) **Email & Face to face**

Number of members of PPG: **30**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	6022	6201
PRG	12	18

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2401	971	1321	1616	2027	1466	1273	1128
PRG		1	1	4	6	7	7	4

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	7505	41		628	48		42	11
PRG	21			1				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Not declared
Practice	149	305	2	53	1309	61	31			2015
PRG	6	1				1				

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:

- An open invitation to join the group is published on the practice web site

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

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:

- Patient survey
- Friends and Family Test

How frequently were these reviewed with the PRG?

- Once

Action plan priority areas and implementation

Priority area 1

Description of priority area:

- Improve customer service training with reception team

What actions were taken to address the priority?

- More staff training has been provided

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

- The patient survey indicates no improvement in this area. Indeed the patient perception of the standard of customer care is that it is worse than ever. This is a continuing high priority area for the practice to address

Priority area 2

Description of priority area:

- Provide phlebotomy in the practice

What actions were taken to address the priority?

- Phlebotomist employed

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

- Patients can now have their blood tests in the surgery rather than having to travel to the nearest hospital

Priority area 3

Description of priority area:

- Improve communications with patients

What actions were taken to address the priority?

- Web site has been re-developed
- Patient newsletter has been produced

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

- Patients are better informed of availability of services and practice policies

Progress on previous years

Access to the surgery via the telephone system has been improved by upgrading the system and making sure (when staff are not absent) that there are more people to answer the phones at busy times. The quality and consistency of the messages being given out by some members of the reception team was highlighted as an area of frustration and concern. As a result some customer training was undertaken. However, the results from this year's survey suggest that the attitude of some of the reception team has worsened. This is clearly a priority area for 2015-16

3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 17th March 2015