

**PShropshire and Staffordshire Area Team**

**2015/16 Patient Participation Enhanced Service – Reporting Template**

**Practice Name:** Keele Practice

**Practice Code:** M83670

**Signed on behalf of practice:**

**Date:** 30.3.16

**Signed on behalf of PPG:**

**Date:**

**1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)**

<b>Does the Practice have a PPG? YES</b>																																					
<b>Method of engagement with PPG:</b> Face to face meetings, and by email																																					
<b>Number of members of PPG:</b> 11																																					
<p><b>Detail the gender mix of practice population and PPG:</b></p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td><b>Practice</b></td> <td></td> <td>2</td> </tr> <tr> <td><b>PPG</b></td> <td>3</td> <td>6</td> </tr> </tbody> </table>	%	Male	Female	<b>Practice</b>		2	<b>PPG</b>	3	6	<p><b>Detail of age mix of practice population and PPG:</b></p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td><b>Practice</b></td> <td></td> <td></td> <td></td> <td></td> <td>2</td> <td></td> <td></td> <td></td> </tr> <tr> <td><b>PPG</b></td> <td></td> <td>1</td> <td></td> <td>1</td> <td></td> <td>2</td> <td>5</td> <td></td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	<b>Practice</b>					2				<b>PPG</b>		1		1		2	5	
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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
<b>Practice</b>	2							
<b>PPG</b>	9							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
<b>Practice</b>										
<b>PPG</b>										

**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:**

The practice has posters displayed in the patient areas requesting people to join the group, and also on the website. The practice has struggled to recruit students into the Group, so a representative from the Student Support Group at Keele University joined the group to represent the students. One representative is an ex-student of the university, one is a former lecturer at the university and one is a retired member of the university staff. There is one student in the group.

**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**

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

The group has tried to recruit more representatives from the student population and to date only one is in the group, and has not been very successful, as few students seem to be interested in joining the group. Students have been personally asked if they would like to join the group but have declined. The practice does continue to attempt to recruit more in this patient population. A representative from the student support department is also a member of the group to give the students perspective on items discussed.

## **2. Review of patient feedback**

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

Discussions within the group of things that would be relevant to patients. Patient satisfaction survey. Friends and Family Test.

**How frequently were these reviewed with the PPG?**

At the three monthly meetings, or via email where appropriate.

### 3. Action plan priority areas and implementation

#### Priority area 1

**Description of priority area:**

Ensuring that the patients on campus have permanent dispensary services when the pharmacy opens.

**What actions were taken to address the priority?**

Meetings took place with the university and Well Pharmacy to discuss the future plans of the pharmacy.

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

The pharmacy opened in August 2015. The dispensary retained its dispensing rights and continues to dispense to the patients who live over 1.6km from a pharmacy. If the pharmacy were to close for any reason, the patients who were previously dispensed to by the practice would be able to have their prescriptions dispensed to by the practice again.

### Priority area 2

**Description of priority area:**

Parking

**What actions were taken to address the priority?**

Additional staff parking was made which made more parking spaces available to patients. There are persistent problems with students who live in the blocks surrounding the practice parking on the patient spaces. This has been discussed within the group and with the university security dept.

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

The practice staff are passing on illegal parking information to the security dept. The parking wardens are now being more vigilant and putting warnings and fines on cars who should not be parked there.

### Priority area 3

**Description of priority area:**

To gain the most accurate patient survey results, and feedback from patients to identify gaps in service and improvements to service given to patients.

**What actions were taken to address the priority?**

In 2014/15 the GPAQ survey had been used, but patients thought that there were too many questions. Various surveys were reviewed, and it was agreed that the GMC patient survey be used, as there were fewer questions. It was found that when the surveys were given out personally by the PPG, more completed questionnaires were returned. The GMC surveys were used, and the PPP members gave these out. Almost all of these surveys were fully completed, but when the results of the survey were reviewed, there were no feedback given by patients on waiting times, reception etc. It was thought previously that if there were any problems, these would be identified by patients in the comments section of the survey, but this had not happened.

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

If the pharmacy on site closed for any reason, the patients would not have to travel to collect their prescriptions from a pharmacy in the surrounding area but could collect them from the practice instead. The dispensary has displayed information about where patients can collect their prescriptions from. If this were to change the information poster would be altered to reflect this.

**Parking:**

This continues to be a problem, as there is a turnover of new student residents in the surrounding accommodation. The staff will continue to make the security dept aware of the people that park illegally, to retain all the patient parking. There have been new parking signs on the carpark which now clearly state who can park in the designated areas.

**Patient surveys**

The results were discussed with the PPG and put onto the website and in the waiting room. It was agreed with the PPG to investigate other surveys available which would have more questions relating to patient service generally, but would not be as long as the GPAQ one.

**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 dispensary, parking and patient surveys were the three priorities in 2014-15, and have continued into 2015-16. The pharmacy now has now been opened, and the practice has retained its dispensing rights; there have been more parking spaces made for staff parking, but as the number of students has risen this year by over 1000, the problem over all of the university continues, which is followed through on the Health Centre car park. This problem is being monitored by practice staff on a daily basis, and they are in constant contact with the security dept to minimise the amount of illegal parking by students. The GP survey was revised and used in 2015-16, but has gaps in patient service questions. This will be reviewed again for use in 2016-17.