

# Standard Reporting Template

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

Practice Name: Abbey Surgery Tavistock and Bere Alston

Practice Code: L83101

Signed on behalf of practice: Darren Newland      Date: 20<sup>th</sup> March 2015

Signed on behalf of PPG: Virtual E-Mail Group      Date: 20<sup>th</sup> 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: Email  |      |        |        |          |       |       |       |      |     |   |   |     |       |       |       |       |       |       |      |          |     |    |    |     |     |     |     |     |     |    |    |     |     |     |     |     |    |
| Number of members of PPG: 153   |      |        |        |          |       |       |       |      |     |   |   |     |       |       |       |       |       |       |      |          |     |    |    |     |     |     |     |     |     |    |    |     |     |     |     |     |    |
| Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 50%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>48%</td> <td>52%</td> </tr> <tr> <td>PRG</td> <td>43%</td> <td>57%</td> </tr> </tbody> </table> | %    | Male   | Female | Practice | 48%   | 52%   | PRG   | 43%  | 57% | Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <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>Practice</td> <td>17%</td> <td>8%</td> <td>9%</td> <td>10%</td> <td>15%</td> <td>14%</td> <td>15%</td> <td>12%</td> </tr> <tr> <td>PRG</td> <td>1%</td> <td>8%</td> <td>11%</td> <td>10%</td> <td>22%</td> <td>22%</td> <td>19%</td> <td>7%</td> </tr> </tbody> </table> | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | Practice | 17% | 8% | 9% | 10% | 15% | 14% | 15% | 12% | PRG | 1% | 8% | 11% | 10% | 22% | 22% | 19% | 7% |
| %   | Male | Female |        |          |       |       |       |      |     |   |   |     |       |       |       |       |       |       |      |          |     |    |    |     |     |     |     |     |     |    |    |     |     |     |     |     |    |
| Practice  | 48%  | 52%    |        |          |       |       |       |      |     |   |   |     |       |       |       |       |       |       |      |          |     |    |    |     |     |     |     |     |     |    |    |     |     |     |     |     |    |
| PRG   | 43%  | 57%    |        |          |       |       |       |      |     |   |   |     |       |       |       |       |       |       |      |          |     |    |    |     |     |     |     |     |     |    |    |     |     |     |     |     |    |
| %   | <16  | 17-24  | 25-34  | 35-44    | 45-54 | 55-64 | 65-74 | > 75 |     |   |   |     |       |       |       |       |       |       |      |          |     |    |    |     |     |     |     |     |     |    |    |     |     |     |     |     |    |
| Practice  | 17%  | 8%     | 9%     | 10%      | 15%   | 14%   | 15%   | 12%  |     |   |   |     |       |       |       |       |       |       |      |          |     |    |    |     |     |     |     |     |     |    |    |     |     |     |     |     |    |
| PRG   | 1%   | 8%     | 11%    | 10%      | 22%   | 22%   | 19%   | 7%   |     |   |   |     |       |       |       |       |       |       |      |          |     |    |    |     |     |     |     |     |     |    |    |     |     |     |     |     |    |

|  |  |
|--|--|
|  |  |
|--|--|

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 | 99.70%  | 0.03% | 0%                       | 0.03%       | 0.07%                         | 0.03%                | 0.06%        | 0%          |
| PRG      | 93.47%  | 0.65% | 0%                       | 1.31%       | 0.65%                         | 0%                   | 0.65%        | 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%          | 0.03%   | 0.03%       | 0.01%                                 | 0%        | 0.01%       | 0%    | 0%        |
| PRG      | 0%                  | 0%        | 0%          | 1.31%   | 1.31%       | 0.65%                                 | 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:

All patients are invited to participate when registering with our Surgery. We have found that this process improves the uptake across all ethnic backgrounds.

By using this process we have also found it significantly increased the members of our Patient Participation 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?

NO

2. Review of patient feedback

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

Patient Questionnaires

Discussions with Patients

Staff feeding back on comments given to them by our Patients

Patient Participation Group

How frequently were these reviewed with the PRG?

A couple of times a year through our Patient Participation E-mail communication

### 3. Action plan priority areas and implementation

| Priority area 1  |
|--|
| <p data-bbox="201 430 582 470">Description of priority area:</p> <p data-bbox="201 502 1377 542">Development of Health Zone at Tavistock and replicated information at Bere Alston</p>   |
| <p data-bbox="201 694 884 734">What actions were taken to address the priority?</p> <p data-bbox="201 766 1993 837">We have increased the number of leaflets available to cover more illnesses as we understood what Patients were asking for by noting their requests.</p> <p data-bbox="201 837 1265 877">We increased the number of posters to again reflect what was being asked.</p> <p data-bbox="201 877 1310 917">We will ensure that the same leaflets and posters are available at Bere Alston.</p>  |
| <p data-bbox="201 1061 1310 1101">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="201 1133 1411 1173">Through Staff talking to our Patients the feedback is that the Health Zone is well-liked</p> <p data-bbox="201 1173 1467 1212">The Reception Staff also promote the use of it to Patients as they come to the Front Desk</p> <p data-bbox="201 1212 1881 1284">The Telephone Staff encourage and offer the facility as an option to Patients when they ring up to make blood pressure appointments</p> |

## Priority area 2

### Description of priority area:

We have had a lot of feedback regarding the mis-use of our Car Park during Surgery hours at Tavistock

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

We are ordering special signs to be installed asking Drivers to only park here if they are here on Surgery business.

We will be designating a Staff only area in order to leave the closest spaces available to Patients.

We have spoken to all the other staff that represent other organisation but use a room to see our Patients within Abbey Surgery asking them to not park on the premises and use alternative parking facilities close by.

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

The signs will be highly visible for all to see and will go some way to alleviating the problem

Should individuals ignore this request then a note will be put on their car asking them to not park inappropriately in the future

The impact should be that our Patients will find it much easier to park in our car park and nearer to the entrance.

### Priority area 3

#### Description of priority area:

We want to improve the understanding and uptake of electronic medication prescriptions between ourselves and patients nominated Pharmacies.

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

We will continue to explain to Patients when they ring in for their repeat prescription on how their prescription electronically arrives at their nominated Pharmacy.

We will work with the local Pharmacies to ensure they promote the service to our Patients.

We have found that the system is working well for Patients ringing in for their monthly medication however, many Patients have the same medication month after month and it is possible to set-up a repeat dispensing service to save our Patients ringing in every month. The Patients GP can for instance authorise up to six months of medication and our Patients could just go directly to the nominated Pharmacy on a monthly basis and save a telephone call. The Pharmacist would then inform the Patient when next to contact us to arrange the next six months of medication.

The problem we have found is that every single medication is being dispensed when our Patient goes to collect the medication and for that month they may not necessarily need it. This has resulted in our Patients then having to stockpile unwanted medication which is a hassle for our Patient and an unnecessary cost to the NHS.

We will shortly be visiting our colleagues in our local Pharmacies so that they understand the way we work and for us to understand how they work to try and get the repeat dispensing system working in a much better way.

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

The above is due to feedback from our Patients. We will then share this feedback with the Pharmacists and work out a system which will save our Patients time and issues when they go to their nominated Pharmacy. We will then continue to promote jointly as we have done so far and what our Patients will see is a seamless service due to us sorting out the issue in the background.

## 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):

Last year we worked on three areas:

We created the Health Zone in Tavistock but it took longer than we thought for sourcing the correct screens to meet Health and Safety guidelines and a delay in manufacture. This was to create a closed off area to enable Patients to take their height, weight and blood pressure and then give this information to Reception to enable their medical record to be updated. This is working well and the information leaflets are proving popular. However, we wish to carry this forward to improve further at both Tavistock and Bere Alston.

We continued to promote our Saturday morning clinics via our websites, opening times display and buy our Staff informing the Patients. This has proved very popular as we always have a Doctor and Nurse present. The Nurse appointments vary each week and can be for clinics covering Asthma, COPD, Diabetes, Family Planning, General Nursing Appointments and Travel Immunisation. Each week these clinics are full.

We also asked our Patient Participation Group as to what our second question should be for the Friends and Family Test and the agreed question was: 'What could Abbey Surgery do better'

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20<sup>th</sup> March 2015

How has the practice engaged with the PPG:

We engage with our PPG through e-mail contact.

We ask our Patient Participation Group to not only comment on our services but we also ask for their thoughts on what services they think might be useful in the wider community.

We listen to the views that our Patients offer on how to improve our services.

We listen to the feedback given by The Friends and Family Test.

It appears through general Patient feedback that the ideas and thoughts that are shared with our Patient Participation Group are well received.