

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

Practice Name: **Poplar Primary Care Centre**

Practice Code: **Y02571**

Signed on behalf of practice: *J. Light*

Date:

Signed on behalf of PPG: *J. Light* *J. GATER CHILDS* Date: 10/3/2015

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

Does the Practice have a PPG?	<b>YES</b>																																				
Method of engagement with PPG:	<b>Face to Face and Email</b>																																				
Number of members of PPG:	9																																				
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 20%;">Male</th> <th style="width: 20%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">47%</td> <td style="text-align: center;">53%</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">22%</td> <td style="text-align: center;">78%</td> </tr> </tbody> </table>	%	Male	Female	Practice	47%	53%	PRG	22%	78%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><small>&lt;16</small></th> <th style="width: 10%;"><small>17-24</small></th> <th style="width: 10%;"><small>25-34</small></th> <th style="width: 10%;"><small>35-44</small></th> <th style="width: 10%;"><small>45-54</small></th> <th style="width: 10%;"><small>55-64</small></th> <th style="width: 10%;"><small>65-74</small></th> <th style="width: 10%;"><small>&gt; 75</small></th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">29%</td> <td style="text-align: center;">8%</td> <td style="text-align: center;">21%</td> <td style="text-align: center;">19%</td> <td style="text-align: center;">9%</td> <td style="text-align: center;">7%</td> <td style="text-align: center;">4%</td> <td style="text-align: center;">3%</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">34%</td> <td style="text-align: center;">44%</td> <td style="text-align: center;">22%</td> </tr> </tbody> </table>	%	<small>&lt;16</small>	<small>17-24</small>	<small>25-34</small>	<small>35-44</small>	<small>45-54</small>	<small>55-64</small>	<small>65-74</small>	<small>&gt; 75</small>	Practice	29%	8%	21%	19%	9%	7%	4%	3%	PRG	0	0	0	0	0	34%	44%	22%
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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	1033	81		147	26	11	61	53
PRG	8						1	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	209	689	21	14	212	22	72	21	5	20
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:

We advertise our patient group on the notice boards around the practice with forms to complete. We advertise on our website. We include in our practice leaflet which is given to patients at Registration. We focus on patient groups such as antenatal clinics, younger people etc.

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:

1. Review of patient feedback

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

- Query from a patient regarding use of email
- The group were interested in research that the practice involved itself in
- The group were interested in the progress being made by the local Commissioning Network and wider Commissioning groups
- The group generally are interested in the development of services within the practice
- The group wished to involve itself in the development of the group itself.
- Patient survey results

How frequently were these reviewed with the PRG?

Quarterly meetings with our PRG group.

## 2. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Communications with patients</p>
<p>What actions were taken to address the priority?</p> <p>Increased use of text messages to patients - sending booking confirmations and reminder text messages.</p> <p>The PPG reviewed registration forms and processes to automatically send new patients a log-in for online access to services. This work is on going.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This has helped to reduce the number of appointments not attended therefore increasing appointment capacity.</p>

## Priority area 2

Description of priority area:

Increasing the size of the PPG

What actions were taken to address the priority?

More notices were created and made available to patients in the waiting areas. Registration documentation amended. Website advertising. Considering other ways of recruitment of a wider representation.

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

This has had a slow but steady impact and over the last year we have had 5 new expressions of interest to join the group. This will continue to be a priority area for 2015/16. Attendance at meetings has fluctuated considerably throughout the year. At one meeting there was only 1 attendee. However, the newer recruits to the group like to have virtual membership so we ensure that they are included in all correspondence and encourage feedback, which we have received. We have combined meetings with our sister practice to give our one patient attendee more of an experience which has worked well.

### Priority area 3

#### Description of priority area:

1. Research in the practice
2. Commissioning

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

1. Ian Lichfield, Research fellow from the University of Birmingham, has attended meetings over the last 12 months to discuss two research studies that are currently being undertaken at the practice. The TRAcked Study involved tracking blood tests from the practice to the laboratories at the Queen Elizabeth Hospital to see what proportion of these results were reported on successfully. The outcomes of this research were discussed at our PPG. As a result of this study a further study has begun (Communication of Test Results in Primary Care) to analyse how practices report back to patients their results. Our PPG expressed a wish to continue to be involved with the feedback from this research. Some of our sister PPG are now directly involved with this study being part of the steering group of this research.
2. Members of the PPG were actively encouraged to attend the Hall Green Collaborative Team Joint PPG meeting on 19<sup>th</sup> November 2014 where they learnt more about ACE Foundation and ACE Excellence which are initiatives to increase the quality of care provided to patients in local areas where practices share their services. For example, Poplar Primary Care Centre can provide breathing tests, ecgs and initiate insulin for our partner practices should they not be able to provide those services themselves for any reason ensuring local and quality care for our patients in the Hall Green Area.

Following on from the interest in these areas we have introduced a slot on the agenda to make members aware of any current CCG or City Council Health Consultations being run in the city, for example, The End of Life consultation exercise and events held in Autumn 2014.

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

- Patients now get text message confirmations and reminders of appointments.
- Less DNAs making more appointments available
- PPG members representing the practice population at meetings city wide
- PPG being involved in the local collaborative commissioning groups sharing good practice
- Published on our website and on patient leaflets and real time notice boards.
- We now send any carers who are identified information on support. Existing carers are given this information on contact.

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):

Progress from the 2013/14 priorities

- Recruitment of a representative PRG remains a challenge but we will continue to look at this as a group and a practice
- The 12 month long survey online is on going.
- The pedestrian access to the centre is open
- We addressed our concerns regarding the delay when issues are raised and now have a contact who acts on our behalf for this kind of request
- We recruited an administrator who oversees our PRG which has improved the quality of discussion.

### 3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? YES

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? Yes

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

#### **Practice Opening Times**

Monday	08:00	to	20:00
Tuesday	08:00	to	18:30
Wednesday	08:00	to	18:30
Thursday	08:00	to	18:30
Friday	08:00	to	18:30
Saturday	07:30	to	11:00



Out of Hours Service provided by Primecare

From 18:30 to 08:00 daily weekdays

From 11:00 to 08:00 Saturday to Monday.

Practice telephone line for patients 0121 465 8314

58 Poplar Road, Kings Heath, Birmingham. B14 7AG

This report has been published on our website at [www.poplarprimarycarecentre.co.uk](http://www.poplarprimarycarecentre.co.uk)