

**Standard Reporting Template – Patient Participation DES 2014/15**

**Surrey & Sussex Area Team**

Practice Name: Crawley Down Health Centre

Practice Code: H82040

Signed on behalf of practice

Date: 30th March 2015

Signed on behalf of PPG

Date: 30<sup>th</sup> March 2015

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

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to Face and e-mails
Number of members of PPG:	10

Detail the gender mix of practice, population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	49%	51%	Practice	15%	9%	10%	12%	14%	13%	13%	2%
PPG	0.02%	0.12%	PPG						4	6	

Detail the ethnic background of your practice population and PPG:

White					Mixed/ multiple ethnic groups			
%	British	Irish	Gypsy or Irish Traveller	Other white	White Black & Caribbean	White & black African	White & Asian	Other mixed
Practice	55%	5%	.21%	0	.15%	.12%	.24%	.27%
PPG	99%							1%

Asian/ Asian British					Black / African / Caribbean / Black British			Other		
%	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	.62%	0%	0.06%	4.00%	.38%	.12%	.06%	.09%		.21%
PPG										

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 PPG have recognised that it is not fully representative of the practice population. They have used their Website [friendsof@CDHC.co.uk](mailto:friendsof@CDHC.co.uk) and their newsletter to actively promote new members. The doctors have agreed to speak to patients after consultation to encourage them to join the group.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community? YES/NO

Yes

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

The practice has recognised along with its PPG that there is large working population and the majority are in very good health. There was a need identified that stay at home mums need to better represented and their opinions sought. Tentative steps have been taken to try and arrange a mother and toddler group at the practice in conjunction with the health visitor and currently mums are being asked whether this is a viable option.

## 2. Review of patient feedback

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

The sources of feedback continue to be successful. The PPG group communicate to the practice when there are any queries raised from their website. The PPG Group have a representative on the CCG's patient communication committee. Also they supply the Mid Sussex lay member for the CCG's Locality Group, which means that not only is our PPG active but they are now growing in knowledge of wider issues.

How frequently were these reviewed with the PRG?

We meet with the PRG every two months and direct with the practice manager on alternate two months. So we in fact meet monthly to exchange ideas and concerns and keep up to date with the current situation and concerns regarding the running of the practice.

## 3. Action plan priority areas and implementation

### Priority area 1

Description of priority area:

The PPG raised concerns that patients were saying that when they attended the Reception Area staff did not have name badges and they were not easily identifiable. They would very much like the practice to ensure that all staff had name badges stating their position. The Practice Manager was informed by the Reception Supervisor that many of the badges had broken at the back and as such the staff were no longer using them.

What actions were taken to address the priority:

The Practice Manager sought to find appropriate name badges and ordered them as requested

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

All staff at reception are now wearing name badges as part of the practice dress code.

## Priority area 2

### Description of priority area:

The PPG identified that the practice needed to explain to patients the tri-age system. There were comments placed on the website that clearly suggested that there was confusion around this issue. And clarification of this would benefit all the population.

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

The PPG took the opportunity of explaining the tri-aging system to patients by using their website with an article in their quarterly newsletter. They have published a newsletter which is hand delivered to patients around certain areas. They have spent a lot of time and energy to engage with all patients and work tirelessly to promote the practice and opinions through media and word of mouth.

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

Their actions have resulted in less queries regarding tri-aging. Many patients have fed back to the practice that the process is clearer and they are much happier with how the practice is handling its urgent appointment slots.

### Priority area 3

#### Description of priority area:

Working with the frail and elderly was identified as an area of concern.

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

The practice has taken this into consideration and are working with the CCG to ensure that there is tailored care for the vulnerable and older people. They are doing this by the following ways:

- By identifying patients who call 999 or attend A&E on a regular basis. Calling them once they have returned home and identifying any needs they may have
- Once a care plan has been agreed with the patient uploading this data to SECAM – South East Coastal Ambulance Service so that if the patient calls they have a better understanding of the patients clinical needs. This results in patients not having to be conveyed to hospital and a call is made to the surgery if it could be dealt with at primary care level.

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

As a result of this there has been a 50% reduction of patients being conveyed to hospital. The practice has found that through the care plans patients are being directed to the correct providers for their mainly social needs.

This has resulted in carers knowing how they can help the patient and are able to look at a care plan knowing what has been discussed with the practice.

## 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)

Free text
<p>Progress on the previous years is that there has been an increase in the volume of newsletters being printed that are giving greater coverage for the area. The texting service has been a great success.</p> <p>The PPG are still looking to increase membership and have tried all measures possible and are raising their profile within the CCG.</p> <p>Meetings and feedback has improved and actions seem to be occurring after each meeting.</p>

## 4. PPG Sign Off

Report signed off by PPG: YES / NO	Yes
Date of sign off:	30 <sup>th</sup> March 2015
How has the practice engaged with the PPG:	By attending our meetings/via telephone/via meetings with the practice Manager
How has the practice made efforts to engage with seldom heard groups in the practice population?	We are not sure how the practice has engaged with such patients but discussions have been had around representation of all patients
Has the practice received patient and carer feedback from a variety of sources?	We understand from the practice that feedback is received through the practice e-mail account, by letter and by phone with suggestions.
Was the PPG involved in the agreement of priority area 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?	Better understanding of the practical issues faced by both patients and practice staff.
Do you have any other comments about the PPG or practice in relation to this area of work?	No

