

2014/15 Patient Participation Group Report

Practice Name: Layton Medical Centre

Practice Code: P81066

Signed on behalf of practice: Paul Duxbury (Practice Manager)

Date: 22nd April 2015

Signed on behalf of PPG: Robert Maxfield (Chair)

Date: 22nd April 2015

PREREQUISITE OF ENHANCED SERVICE – DEVELOP/MAINTAIN A PATIENT PARTICIPATION GROUP (PPG)

Does the Practice have a PPG? Yes											
Method of engagement with PPG: <i>Face to face meetings held monthly or more often when required</i>											
Number of members of PPG: 9											
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	50%	50%	Practice	20%	10%	12%	12%	15%	12%	11%	8%
PPG	33%	67%	PPG	-	-	-	-	22%	22%	33%	22%

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	89%				1%			
PPG	100%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	8%					1%			1%	
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 the difficulties in attracting members from population groups not well represented in the group, most notably people aged below 40, carers and those with mental health and learning disabilities. Rather than trying to get people from these groups to join the PPG, the PPG have made efforts to ensure the views of these people are represented in PPG meetings, by:

- *Interviewing patients from a range of backgrounds, including parents and those with learning disabilities. This work was completed in late 2014*
- *Completing a patient survey in January/February 2015, with all patients in the waiting area given the opportunity to participate and put forward their views*
- *Ensuring Practice GPs attend most PPG meetings, to give a perspective on the needs of all patients and not just those that are members of the PPG*

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

REVIEW OF PATIENT FEEDBACK

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

- *The GP Patient Survey*
- *The 2015 Patient Survey*

- *Blackpool PPG Network meetings*
- *Blackpool PPG Network planning meeting*

How frequently were these reviewed with the PPG?

- *The results of the GP Patient Survey were reviewed in Autumn 2014*
- *The results of the 2015 Patient Survey were reviewed in March 2015*
- *PPG members were present at Blackpool PPG Network meetings each month (LMC was the second most regular attender, missing only one meeting from 12)*
- *PPG members attended a Blackpool PPG Network planning meeting in Autumn 2014*

ACTION PLAN PRIORITY AREAS AND IMPLEMENTATION

Priority area 1
<p>Description of priority area</p> <ul style="list-style-type: none"><i>To increase access to treatment for patients with mild to moderate mental health issues</i>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"><i>The PPG worked with the Practice to identify this as a priority area for the investment of monies provided to the practice by the CCG</i><i>The PPG reviewed the plans for the set-up of a service, prior to its' commencement in February 2014</i>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"><i>LMC launched the Wellbeing Service in February 2015, providing 1-2-1 consultations for patients with mild to moderate mental health conditions</i><i>To date the service has been very well utilised (approximately 70% of appointments are filled each week) and 42 patients have been/are receiving treatment</i><i>The service is publicised through the practice website and through referral from the practice GPs</i>

Priority area 2

Description of priority area

- *To increase the capacity of the medical centre to meet the 10 year+ needs of the local population e.g. +20% more patients, provision of medical, social and mental wellbeing care*

What actions were taken to address the priority?

- *The PPG reviewed the practice submission for a share of the 15/16 infrastructure fund*
- *The PPG sent letters of support to the local MP (Paul Maynard)*

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

- *Layton Medical Centre's Infrastructure bid was successful and the practice premises will be expanded in 15/16*

Priority area 3

Description of priority area

- *To improve physical access to the practice premises, particularly for those with limited mobility*

What actions were taken to address the priority?

- *The PPG lobbied the GP Partners for the provision of funding to install automatic doors in the entrance to the practice and internal corridors*

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

- *Electronic automated doors were installed in August 2014*

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):

1. Missed appointments

- The practice continues to prioritise communications with patients who miss appointments, in an attempt to reduce the number of 'did not attends'

2. Hearing Loop

- The practice has included the provision in the specification of the new building a hearing loop for those with hearing difficulties

3. Waiting Room Privacy

- A temporary fix has been found to ensure music is played in the waiting area to give more privacy to patients at the reception desk

4. On Line Access

- On line access to medical records has been made available to all patients

PPG SIGN OFF

Report signed off by PPG: YES

Date of sign off: April 2015

How has the practice engaged with the PPG:

The Practice Manager attends all PPG meetings, as well as Blackpool PPG Network meetings. A GP Partner attends most PPG Meetings.

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

Primarily through our Social Care and Wellbeing pilots, where we interact with patients who have non-medical needs that we can now address.

Has the practice received patient and carer feedback from a variety of sources?

Yes: GP Patient Survey, Suggestions Box (in the waiting area), NHS Choices Website, Friends and Family Test

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?

The practice now has additional services to meet the needs to particularly patient groups (those with social care and wellbeing issues), has an injection of new funding (£450k) to develop the capacity of the premises to meet future demand and has automatic doors to ease access for patients with mobility issues.

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

No