

NHS England - Devon, Cornwall and Isles of Scilly Area Team  
 Patient Participation Enhanced Service -- Standard Reporting Template for 2014-15

Practice Name: **KINGSKERSWELL & IPPLEPEN MEDICAL PRACTICE (Dr D'Arcy & Partners)**

Practice Code: **L83031**

Signed on behalf of practice:



R. Athtoper

Date: March 2015

Signed on behalf of PPG:



D. Donnell  
 D. DONNELL

Date: March 2015

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

Does the Practice have a PPG? **YES** established since 2005

Method of engagement with PPG: **Face to face and Email**

Number of members of PPG: **Has fluctuated during the year but currently 27**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48%	52%
PRG	39%	61%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	18%	8%	8%	11%	15%	14%	14%	18%
PRG	4%	0%	0%	7%	11%	21%	39%	18%

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	97.19%	0.21%	0%	1.08%	0.07%	0%	0.15%	0.15%
PRG	100%	0%	0%	0%	0%	0%	0%	0%

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.09%	0%	0%	0.06%	0.12%	0.05%	0%	0.03%	0%	0.75%
PRG	0%	0%	0%	0%	0%	0%	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:

**During the year we have advertised for PPG members via**

- Swing board displays on the pavement outside both surgery sites
- Posters in surgery waiting rooms
- Email to patients
- Posters and leaflets at Child Health / Mother & Baby Groups to target 16-40 year old age range
- Practice website article
- Practice newsletters
- Direct approach to patients

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:

2. Review of patient feedback

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

- National GP Patient Survey data
- Patient compliments and complaints and suggestions
- Issues raised by PPG representatives
- Friends and Family Test feedback
- NHS Choices website feedback

How frequently were these reviewed with the PPG? **Normally annually** (but an agenda item may be tabled more frequently if required)

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

**SEEKING TO IMPROVE CONTINUITY OF GP CARE**

What actions were taken to address the priority?

- **ADVERTISING, SELECTION & RECRUITMENT OF TWO ADDITIONAL GPs each working 6 sessions with the intention of trying to REDUCE THE USE OF LOCUM GPs without damaging access to appointments.**
- **EXTENDING "NAMED USUAL GP" FROM THOSE AGED 75+ TO EVERY PATIENT from April 2015 and encouraging patients with ongoing illness to book in with the same GP if the appointment is not urgent**

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

**GPs and Nurse Practitioners are working on new surgery rotas and appointment regimes for both our sites  
We plan to nominate "Usual GP" by splitting the alphabet across 9 doctors instead of just 6 partners**

Priority area 2

Description of priority area:

**STRIVE FOR CONTINUOUS IMPROVEMENT IN PATIENT COMMUNICATION**

What actions were taken to address the priority?

- **EXTENDING OUR RANGE OF PATIENT LEAFLETS**
- **ENHANCING PATIENT INFORMATION ON OUR WAITING ROOM TV SCREENS**
- **MODERNISING THE PRACTICE WEBSITE & TRAINING STAFF TO UPDATE IT**

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

**Our PATIENT INFORMATION LEAFLETS on "Sharing NHS Patient Data" and "Alternatives to a GP Appointment" have been praised by the CCG and others and widely copied.**  
**Our WAITING ROOM TV technology has been copied across South Devon and Torbay. From April 2015 the CCG are going to help provide NHS approved video / film clips which are professional and topical.**  
**We have now moved to a new website platform using a version of Wordpress open source software specifically developed for our provider GPsurgery.net. More training is needed to help nominated staff understand how to update and change pages quickly.**

Priority area 3

Description of priority area:

**TO SUPPORT INITIATIVES TO IMPROVE GP CARE FOR FRAIL / ELDERLY PATIENTS IN OUR LOCALITY**

What actions were taken to address the priority?

Local residential care homes have agreed that having one nominated GP Practice for their patients will improve working relationships and the quality of care.  
We have supported the establishment of a local GP led specialist Frailty Service available Mon-Fri.  
We have led in the introduction of a local GP service for the frail elderly at weekends. We have pioneered the technology to enable approved GPs working at weekends to securely access and update patient records from 6 local GP surgeries via a laptop computer using the mobile phone network.

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

Visits to care homes by GPs from multiple practices has reduced and we hope efficiency and quality of care for this group of patients is improving  
Patients can access a local GP who has full access to their medical records at weekends.  
In the first 14 weekends 115 patient encounters have been recorded and 32 frail / elderly patients have avoided the trauma of an unplanned hospital admission.  
The quality of "end of life care consultations" at weekends has improved.

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 Patient Participation Group ACTION PLAN developed and agreed in Feb 2014 had 7 actions.  
Progress on these was reviewed by the PPG in Feb 2015.  
We are pleased to report that all 7 actions had been completed by the practice**

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **PPG meeting on 25-02-2015**

How has the practice engaged with the PPG:

**Meeting 26th February 2014 at Kingskerswell Health Centre**

**Meeting 25<sup>th</sup> June 2014 at Ipplepen Health Centre**

**Meeting 29<sup>th</sup> October 2014 at Kingskerswell Health Centre**

**Meeting 25<sup>th</sup> February 2015 at Ipplepen Health Centre**

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

**By developing the wider use of eMail and Text**

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? **See the notes on this under each priority area (above) explaining this**

Do you have any other comments about the PPG or practice in relation to this area of work?  
**It will soon be the 10<sup>th</sup> anniversary of our PPG and this seems an opportune time to reflect and discuss how our PPG might develop in the coming years**