

**Derbyshire & Nottinghamshire Area Team**  
2014/15 Patient Participation Enhanced Service REPORT

Practice Name: **Killamarsh Medical Practice**

Practice Code: **c81091**

Signed on behalf of practice: *Paul Roberts*

Date: 23 December 2014

Signed on behalf of PPG: *Barry Jones*

Date: 19 November 2014

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

Does the Practice have a PPG? YES

Method of engagement with PPG: Face to face, Email, Other (please specify)

Face to face

Number of members of PPG: 16

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50.35	49.65
PPG	60	40

Detail of age mix of practice population and PPG:

%				15-44	45-64	65-74	75+	
Practice				40	31	8	6	
PPG				12	42	25		

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	100							
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										
PPG										

We have been trying to recruit new PPG members for the last 12 months and to date we have had two new members.

We have had;

- Notices in reception asking for volunteers
- Notice in local Sports Centre

In the New Year we are going to advertise for virtual PPG members to run alongside our existing 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

*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

*North Derbyshire Clinical Commissioning Group Patient Survey*

*How frequently were these reviewed with the PPG?*

Twice a year

## 3. Action plan priority areas and implementation

Priority area 1

*Description of priority area:*

**Increase the number of patients booking appointments online**

*What actions were taken to address the priority?*

- Educate patients
- Notice in waiting area
- Information added to website

- Word of mouth from receptionists
- Message on prescriptions
- Choices website updated showing online access
- Notices in all local pharmacies
- Notice in library
- TV screen in reception waiting area

*Result of actions and impact on patients and carers:*

- Slow increase in numbers registering for online services
- Still increasing at the moment

*How were these actions publicised?*

See above

## Priority area 2

*Description of priority area:*

**Increase the number of patients re-ordering repeat medication online**

*What actions were taken to address the priority?*

- Educate patients
- Notice in waiting area
- Information added to website
- Word of mouth from receptionists
- Message on prescriptions
- Choices website updated showing online access
- Notices in all local pharmacies
- Notice in library
- TV screen in reception waiting area

*Result of actions and impact on patients and carers:*

- Slow increase in numbers registering for online services
- Still increasing at the moment

*How were these actions publicised?*

See above

### Priority area 3

*Description of priority area:*

**Educate patients on how they register with the pharmacy of their choice to allow them to order direct from them, instead of call the surgery**

*What actions were taken to address the priority?*

- Educate patients
- Notice in waiting area
- Information added to website
- Word of mouth from receptionists
- Message on prescriptions
- Choices website updated showing online access
- Notices in all local pharmacies
- Notice in library
- TV screen in reception waiting area

*Result of actions and impact on patients and carers:*

- Slow increase in numbers registering with the pharmacy of their choice

*How were these actions publicised?*

See above

## 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):

Priority Area Improvements are:

- Better choice
- Time saved for receptionist allowing them to attend other patients
- Easier to book appointments, 24/7
- Easier to obtain a prescription , 24/7

Other Improvements

1. Our PPG suggested a new footpath to run alongside the surgery from the car park. After suggestions to the council they have agreed to do this during the Bungalow rebuild.
2. New automatic doors were suggested by our PPG to allow disabled patients easier access. These were installed February 2013
3. Our PPG also suggested a sign above the front door saying "Killamarsh Medical Practice" to allow everyone that passes to know who we are.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19 November 2014

How has the practice engaged with the PPG:

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

- *CCG Patient Survey*
- *Practice feedback and praise leaflet / forms*
- *Verbal feedback from patients*
- *Regular PPG meetings*
- *FFT*

*Has the practice received patient and carer feedback from a variety of sources? YES see below*

- *CCG Patient Survey*
- *Practice feedback and praise leaflet / forms*
- *Verbal feedback from patients*
- *Regular PPG meetings*
- *FFT*

*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?*

- *Better choice for patients*
- *Easier for patients*
- *Time saved for reception*

*Do you have any other comments about the PPG or practice in relation to this area of work? NO*

**Please submit completed report to the Area Team via email no later than 31 March 2015 to:**

- Derbyshire practices: [e.derbyshirenottinghamshire-gpderbys@nhs.net](mailto:e.derbyshirenottinghamshire-gpderbys@nhs.net)
- Nottinghamshire practices: [e.derbyshirenottinghamshire-gpnotts@nhs.net](mailto:e.derbyshirenottinghamshire-gpnotts@nhs.net)