

# Bewbush Medical Centre

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

### Surrey & Sussex Area Team

Practice Name **Bewbush Medical Centre**

Practice Code **H82088**

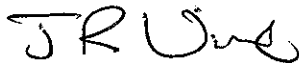
Signed on behalf of practice

Date 20/03/2015



Signed on behalf of PPG

Date 20/03/2015



#### 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
Number of members of PPG:	6

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	51%	49%	Practice	25.28	11.3	20.56	15.06	13.07	9.53	3.38	1.82
PPG	50%	50%	PPG	0	0	0	16.7	0	83.3	0	0

**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	3.6	0.20	0	0.4	1.10	3.0	1.10	52.10
PPG	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	10.9	5.8	0.8	0.3	5	0.30	1.1	4.7	0	9.6
PPG	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:**

Bewbush Medical Centre did not have a Patient Participation group prior to 2012. We started by launching a Virtual Patient Reference Group. We moved to a face to face group in December 2013.

We have tried very hard to reach all of our patients with particular emphasis on underrepresented groups through various means. We have written to patients, put posters up in throughout the practice, offered leaflets to patients attending the surgery, information on our website, details on repeat prescriptions and put posters up in the local pharmacy and the Bewbush Centre.

**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**

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:

Through Friends and Family, feedback forms in the surgery, feedback left on our website and from our PPG meetings.

How frequently were these reviewed with the PRG?

We have face to face meetings every other month.

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

Reception Staffing.

It was fed back to us via the PPG meeting and on the feedback forms we received, that not having a receptionist on the front reception desk at all times, having to ring a bell to call someone was definitely not liked by our patients.

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

We have increased our staffing levels, to ensure that someone is on the front reception desk at all times.

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

The subsequent feedback on the forms and via the PPG meetings were very positive, patients like having a friendly face to greet them when they enter the practice, instead of having to wait for someone to answer a bell.

We put a notice up in the waiting room to advise that this has now been put in place, and it will continue.

**Priority area 2****Description of priority area:****PPG Notice Board**

It was discussed at length at one of our PPG meetings, to try to come up with ideas to gain more interest from all our patients to join our PPG. It was decided that that it would be a good idea to allocate one notice board within the waiting room solely for the use of the PPG.

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

All new posters were printed, in bright colours and a big sign on the notice board advertising the fact that this for Bewbush Medical Centre's Patient Participation Group and inviting patients to complete a form or talk to a member of staff about joining our group.

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

Unfortunately, this has not resulted in any more patients to join our group. We intend in the summer to hold an open afternoon, providing refreshments, with staff out in the waiting room to talk to patients about join our group.

**Priority area 3**

**Description of priority area:**

**Reception Confidentiality**

It was raised by the PPG that at times, staff could be heard talking in the back office by patients sitting in the waiting room and it was felt that there was the potential for a breach of confidentiality.

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

A meeting was held with all reception staff to advise them that the internal door must be kept shut at all times.

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

This was published on the waiting room notice board.

## 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)

<b>Free text</b>
<p><b>TELEPHONES</b></p> <p>It has been noted that at really busy times it can be difficult to get through via telephone. Our response was that we are currently limited by the size of our practice premises, which prevents us from adding more telephone lines as we do not have the room to employ any more staff to answer them.</p> <p><b>WAITING ROOM</b></p> <p>More Magazines in waiting room – We now subscribe to a monthly pack of magazines, with various genres, to suit all tastes.</p> <p>It was commented that sometimes difficult to hear when the doctor calls in the next patient, particularly when the waiting room is full - We looked into having a call screen installed, but as we are hoping to move to new premises it and that it was extremely expensive, we would wait to see if our new building goes ahead.</p>

## 4. PPG Sign Off

Report signed off by PPG: YES / NO	Yes
Date of sign off:	20/03/2015
How has the practice engaged with the PPG:	Yes
How has the practice made efforts to engage with seldom heard groups in the practice population?	The Practice has tried very hard to reach all patients with particular emphasis on under-represented groups through various means, this included writing to patients, posters up in throughout the practice, offered leaflets to patients attending the surgery, information on our website , details on repeat prescriptions and posters in the local pharmacy and the Bewbush Centre.
Has the practice received patient and carer feedback from a variety of sources?	Yes
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?	Yes
Do you have any other comments about the PPG or practice in relation to this area of work?	No