

## Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Ivel Medical Centre

Practice Code: E81036

Signed on behalf of practice: 

Date: 12<sup>th</sup> March 2015

Signed on behalf of PPG:  Richard Philp Chair PPG

Date: 12<sup>th</sup> March 2015

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

Does the Practice have a PPG? **YES**

Method of engagement with PPG: **Face to face, Email, Other (please specify) Also via our Practice website**

Number of members of PPG: **61 – this comprises patients who attend the Meetings and Virtual – Email only patients. At the Meetings around 15 members attend**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.6	50.4
PPG	37.7	62.3

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	18.7	8.2	13.3	12.9	14.1	14	11.2	7.6
PPG	0	1.6	5	6.6	5	23	32.8	26

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	49.45	0.2	0	1.3	0.3	0.1	0.13	0.2
PPG	93	0	0	3	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	5.8	0.1	0.1	0.2	0.14	0.3	0.1	0.05	0	0.6
PPG	0	0	0	0	0	0	0	0	0	1.6

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 Practice's PPG has been in existence since June 2011 and during that time it has developed, grown and changed. The Group consists of 61 members who either attend meetings or are virtual members. The Group meets every 2 months and around 15 members attend the Meetings. Notices encouraging patients to join are displayed all around the Practice giving the next meeting date.

Additionally the Group is promoted on the Practice website, and also by members of the Patient Group and new members have joined through another member. When the Practice carries out its annual Saturday flu vaccination sessions members of the Group attend and talk to patients attending for their flu vaccination about the Group including joining.

The Practice's Group is open to any Practice patient and new members are encouraged. The Practice in promoting the Group endeavours to get new members from under represented age groups of the Practice population.

When a new member requests to join the Group they are contacted by the Practice and also by one of the Officers i.e. the Chair, Vice Chair or Secretary welcoming them to the Group and they are also sent a copy of the Group's Terms of Reference.

The Officers of the Group also attend other Meetings which include e.g. the Locality Patient Group Forum, Ivel Valley Locality Board, and the CCG Board Meeting. Feedback from these Meetings is fed back at the Meetings.

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**

**The Practice does have a higher number of older patients and this group is well represented on the Practice's Patient Group.**

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

(Component 2 – 30% of payment)

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

At every Meeting there is an item on the Agenda for the Practice to give an Update.

The main topic that the members are interested in is to have an update and progress at every Meeting with regard to the Practice's move of premises.

With regard to the Practice's move on several occasions there has been discussion on what services the Practice currently provides and what

services the patients would like to see being provided following the Practice move. The Group is also very keen for Health Education and Support Groups to be able to hold Meetings for patients in the Meeting Room to provide support and education. The Group's view is valued by the Practice and in November 2014 the Practice organised an Open Sessions at the premises it is looking to move to. The Group was invited to attend the Open Session prior to the General Open Session for the rest of the Practice's patients. The Practice was particularly keen to obtain feedback and views from members of the Group. As part of the Open Session the Practice carried out two Surveys of patients attending. The Surveys continued in the Practice following the Open Session with the display of the plans for patients who had been unable to attend. The first Survey requested information on what Additional Services patients would like to see being provided when the Practice moves to gather this information from the Practice's patients following on from the discussion with the Group. Some of the Additional Services that patients have requested are already provided by the Practice and some will be available as part of the move. There are some that it may not be possible to include such as an x-ray facility and some such as physiotherapy and chiropody that are provided out of the neighbouring Health Centre and due to economies of scale may not be able to be provided in two locations. The second Survey requested feedback on the importance of services and facilities offered by the Practice. The Practice has and will take the responses into consideration with regard to current and future planning. The results of these two Surveys are attached.

The second main topic that has during the last couple of years been important to the Group is the provision and changes in medical cover. The Practice has at the Meetings given an update with regard to this due to there being a number of changes during the year.

Other areas that are included in the update are vaccination programmes such as flu and shingles, and changes to procedures and processes such as changes to the appointment system.

The Group has been very interested in receiving updates with regard to Bigglewade Hospital proposed changes and its future. Meetings have also regularly discussed the future of Bedford Hospital which has included discussions about the Practice's Secondary Care Budget and funding of Hospital appointments, treatments and operations.

At one Meeting a member of the Prescribing Team attended to discuss the Practice's prescribing of medication and the Practice budget which the Group found very interesting.

The Practice updated the Group that there was the possibility of a CQC inspection during the first quarter of this year but on this round of inspections that Practice was not inspected.

Over the last couple of years the Group has requested that the Practice undertake patient surveys following the same format as the National Survey. The first was of 1,000 patients in 2012-13 and the second of 500 patients in 2013-14. When the PPG Chair evaluated the results both years came out very similar and also very similar to the National Survey. The Group therefore agreed that due to these results that for the 2014-15 year that they did not require the Practice to carry out a Survey based on the National Survey. They felt that this was something that might be undertaken again following the Practice's move. The Practice discussed with the Group the Friends and Family Test and that forms in relation to

this would be available in the Practice from January 2015 and that there was also the facility to complete the form via the Practice's website. The Group was advised that the results of the Friends and Family Test would be available in the Practice and on the Practice's website. The Group agreed that this would gather feedback from Practice patients in place of any further Survey in the Practice.

How frequently were these reviewed with the PRG?

As stated above the Practice gives an update at every Meeting on the various items listed above as appropriate together with other items. The Group then holds a general discussion as necessary and also asks further questions as required. For all Meetings the Group produces minutes. These are circulated to the Group by the Practice on behalf of the Group either by e-mail or posted to those members that do not have e-mail facilities. The last minutes are also saved on the Practice's website so that they are available to all Practice patients

### 3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

Priority area 1
<p>Description of priority area:</p> <p>To move Practice premises. The PPG Group agreed that the priority for the Practice is to move and therefore the three actions they have agreed are in relation to this. They have not identified any areas that they would wish the Practice to implement prior to the move of premises.</p>
<p>What actions were taken to address the priority?</p> <p>During the last year the Practice has continued its negotiations with Central Bedfordshire Council who owns the premises that the Practice is looking to move into. The Central Bedfordshire Council has secured the funding for the refurbishment via their Executive Committee. The Practice has been involved in the “design and layout” of the premises and final sign off of this is expected in the next few weeks. The Practice has also been dealing with the legal aspects with the regard to the Lease of the premises through its Solicitors and Central Bedfordshire Council.</p> <p>The necessary documentation has been submitted to NHS England for their comment, approval and sign off.</p> <p>Once final agreement to the design and layout plans has been agreed, and the legal documentation is agreed the Building Contractor for Central Bedfordshire Council will be in a position to commence work on site as planning permission was received at the end of December 2014. The expected timescale for the move is the end of 2015.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The move of premises will provide the Practice’s patients with fit for purpose primary medical care accommodation. The Practice is currently located in 3 Victorian converted houses, has a shortfall of accommodation of 60% with steps and stairs throughout.</p>

For the accommodation to all be on one level and appropriate space to meet the Practice's current and future proofed need for its current and rising capitation will provide patients with the primary medical facility that they deserve. The Practice wrote to all households last year and held an Open Session in the premises in November 2014. Nearer to completion all households will receive a further letter advising them of the moving date and that their care will be transferred to the new premises.

## Priority area 2

### Description of priority area:

For Additional Services and Facilities to be provided at the new premises

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

The Group has discussed Additional Services and Facilities at PPG Meetings and what sort of facilities and services they would like to be provided. Additionally the Practice undertook a Survey of patients in November and December 2015 to get a view from all Practice patients.

On the list some of the aspirations are already being provided by the Practice as highlighted in red and some will be provided as part of the move of premises i.e. disabled parking, cycle racks, space for mobility scooters and a patient call system.

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

When the above are implemented following the move it is hoped that the Additional Services and Facilities will deliver an enhancement in service to all patients from the level that is currently provided by the Practice. With the Practice being all on one level it will mean that the premises will be accessible to more of our Practice population.

### Priority area 3

#### Description of priority area:

For Health Education, Support Services and Groups to be able to use the Meeting Room to deliver patient information, support and assistance. The Practice does not currently have a Meeting Room and therefore this can only be implemented following the move.

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

The Group has discussed at PPG Meetings that they would like to have Health Education, Support Services and Groups to hold Meetings and Sessions in the Meeting Room for the benefit of patients who may be suffering from certain health related conditions.

The Practice is very supportive of being able to offer this facility to patients.

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

The Practice at present is not able to provide this enhancement in service to deliver health education and support to its patients. Following the Practice move and by introducing this facility patients will benefit from the education and support and be able to talk to others, manage their health needs better and receive a greater level of support. This will promote a healthy living and a healthy lifestyle.

#### 4. Progress on previous years

(Component 4 – 40% of payment)

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

With regard to last year the Practice's Group agreed in January 2014 that there were no specific areas to highlight with regard to agreeing an Action Plan other than the Practice was asked to continue endeavouring to move forward the Practice's move of premises for the benefit of the Practice population and to provide feedback to the Group.

The Practice stated on last year's Report that the move could/may take place in 2015. As stated above the Practice is in the final stages of agreeing the design/layout and the legal documentation. It is therefore anticipated that the Practice move will take place towards the end of 2015.

## 5. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **12<sup>th</sup> March 2015**

Has the report been published on the practice website? **YES**

Please insert web-link to your report: [www.ivelmedicalcentre](http://www.ivelmedicalcentre) – Patient Group Tab on the right

**The Practice has displayed posters in the Practice advising that the Report is available on the website. The Report will be shared with Ivel Valley Development Managers, and Healthwatch.**

How has the practice engaged with the PPG: **The Practice has advised Members of the PPG that the Report can be viewed on the Practice website.**

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

**The Group is open to all Practice Patients with information displayed in the Practice and on the Practice website. The Group advises other Practice Patients about the Group and members of the Practice Team will encourage patients to join the Group**

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

**With regard to carrying out the Surveys all patients were invited to the Open Session and could complete the Surveys. The Surveys were also available in the Reception area together with a copy of the drawing of the new premises so that feedback could be obtained. The Practice currently has the Friends and Family Test available in both the Practice and on the Practice website.**

Was the PPG involved in the agreement of priority areas and the resulting action plan?

**Yes. The Priority Areas have been discussed and were agreed with the Group.**

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

**The agreed Priority Areas will be implemented when the Practice moves. The first Priority Area will mean that patients can attend the Practice for the delivery of their primary care in premises that are fit for purpose. The two other Priority Areas will provide enhancements to the services and facilities currently provided by the Practice.**

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

**The Practice values the support, feedback, and commitment of the Group to the Practice.**