

The Maltings Surgery March 2015 Patient Participation Report

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Collaborative Networking to drive engagement supported by bi-monthly face-to-face meetings																																					
Number of members of PPG: 286, an 18% increase on last year																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1"> <thead> <tr> <th>%</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>9099</td> <td>9135</td> </tr> <tr> <td>PPG</td> <td>113</td> <td>173</td> </tr> </tbody> </table>	%	Male	Female	Practice	9099	9135	PPG	113	173	<p>Detail of age mix of practice population and PPG:</p> <table border="1"> <thead> <tr> <th>%</th> <th><16</th> <th>17-24</th> <th>25-34</th> <th>35-44</th> <th>45-54</th> <th>55-64</th> <th>65-74</th> <th>> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>3803</td> <td>1315</td> <td>3112</td> <td>3424</td> <td>2923</td> <td>1654</td> <td>884</td> <td>1119</td> </tr> <tr> <td>PPG</td> <td></td> <td>23</td> <td>65</td> <td>74</td> <td>45</td> <td>49</td> <td>21</td> <td>10</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	3803	1315	3112	3424	2923	1654	884	1119	PPG		23	65	74	45	49	21	10
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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	5788	190		2734	45	16	18	150
PPG	208	6					1	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	211	29	54	132	199	119	85	65	2	8397
PPG	4	2	1	3		2	1			30

Steps are 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 by the following methods.

New patients are asked if they would like to be a member of the PPG at registration

The PPG are advertised on our TV screens, website and on notice boards.

Our Carers Champion informs carers of the PPG

Monthly PPG Newsletter goes to all Patients who are encouraged to engage

There are no specific characteristics of the practice population which means that other groups should be included in the PPG?

1. feedback

The sources of feedback that were reviewed during the year include:
Constant two-way dialogue through collaborative networking
Feedback has been received from a patient survey completed in Sept 2014 for patients with long term conditions
Since December 2014 feedback has been obtained by the Friends and family test
The surgery also responds to NHS Choices

These were reviewed with the PPG frequently by:
Key issues are addressed at PPG meetings and all members' views are incorporated into ongoing actions
The PPG were informed of the friends and family test prior to the launch and the results are available to view on our website. NHS choices is also available to view on line

2. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To improve disability access to the surgery

What actions were taken to address the priority?

Initially yellow lines were painted at the rear access point to prevent cars parking in the way and signage use to direct patients.

Two bids have been submitted to NHS England to improve disability access. The first was rejected in Nov 2014. We are waiting to hear about the outcome of the second bid which was submitted in February 2015. The PPG have been fully supportive and have written letters as part of our bid for funding.

Result of actions and impact on patients and carers :

As funding is yet to be approved the positive impact has not been realised yet.



Priority area 2

Description of priority area:

To ensure our patients make an informed choice about care.data.

What actions were taken to address the priority?

The chairman of the PPG with support from the surgery has been very active in promoting debate about this subject. He is an active member of the wider patient group for St Albans and Harpenden and was instrumental in organising

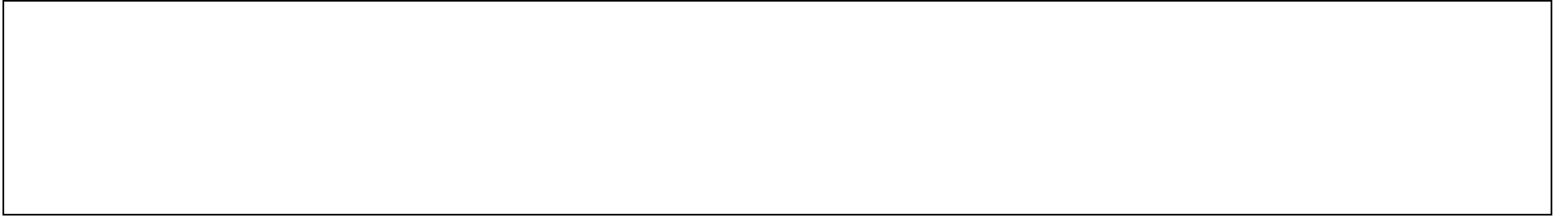
The Care.Data Debate

The big date is **May 27 at 7:00 pm in the Council Chamber**, Council Offices, Civic Centre, St Albans. The St Albans & Harpenden Patients' Group ("SAPG") has organised two speakers to discuss the pros and cons of the plan to transfer GP Records to a central database. Dr Ros Taylor MBE from the Hospice of St Francis will highlight the positives, and Phil Booth of MedConfidential will cover the negatives. The debate resulted in e-mails to the HSCIC expressing concerns. The PPG has also made representations to Herts Healthwatch over the sharing of patients' data.

The surgery also confirmed they would not participate in any pilot schemes without fully discussing with the PPG.

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

Maltings Surgery Patients are now well aware of the benefits and risks of care.data and will actively participate as long as further action is taken to minimise the risks and simplify the process.



Priority area 3

Description of priority area:

To introduce a phlebotomy service in the practice

What actions were taken to address the priority?

PPG wrote to HVCCG highlighting the problems relating to fasting blood tests at SACH; following a full review HVCCG introduced a specification to support practices and The Maltings Surgery decided to trial a phlebotomy service.

It was first introduced in June 2014 and was popular quickly. It was then suspended in October, November and December due to the flu season and staffing constraints in the nursing team. It was reintroduced with extra capacity in January 2015.

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

The impact on patients has been positive, the service has been publicised on our website and through PPG newsletters. Doctors are referring patients to it especially for fasting glucose tests. Patients are glad they do not have to sit and wait at SACH- this is especially relevant for patients that rely on carers.

3. Progress on previous years

There is a significant understanding of the care.data benefits and risks among patients
Progress has been made on the phlebotomy service- there is now a service
Appointments are now available on line
No progress on disability access- reasons explained above.

4. PPG Sign Off

Report signed off by PPG: YES, by the PPG chairman, Alan Bellinger

Date of sign off: 25th March 2015

How has the practice engaged with the PPG:Practice Manager and PPG Chair in constant touch

How has the practice made efforts to engage with seldom heard groups in the practice population? The PPG newsletters are widely distributed and displayed, and the PPG is advertised on our TV screens. All new patients registering are informed about the PPG. Our Carers Champion also informs carers about the PPG. PPG members actively promote to friends

Has the practice received patient and carer feedback from a variety of sources? The practice receives constant feedback through the open collaboration among PPG members; in addition, it has received feedback from a survey done in Sept 2014 about patients receiving treatment for long term conditions and via the friends and family test introduced in December 2014.

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 openness of the dialogue between the Practice and PPG members has created a much stronger vision of shared destiny than previously existed; the process ensures patients are involved and this has led to faster adoption and ensuring that change sticks. At a prosaic level, the phlebotomy service is now in place

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

The surgery has had tremendous problems with its telephone system since an upgrade in December 2014. The PPG has been supportive in helping us communicate the issues with our patients and writing to the telephone operator to express their concerns and demanding action.

