

Practice Name: Brighton Health and Wellbeing Centre

Practice Code G81638

Signed on behalf of practice Gary Toyne

Date 30.03.2015

Signed copy on file

Signed on behalf of PPG Penny Randall

Date 30.03.2015

Signed copy on file with email evidence of agreement

**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, Facebook, E mail
Number of members of PPG:	5 ( Face to face) 40 email

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	50	50	Practice	4%	4%	20	24	12	12	15	9
PPG	75	25	PPG	0	8	24	24	24	15	5	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	64	0	0	26	2	0	8	0
PPG	64	0	0	21	3	3	9	0

  

Asian/ Asian British					Black / African / Caribbean / Black British			Other		
%	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice										
PPG										

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:

All registering patients are invited to join the patient participation group.  
All patients have access to the BHCW patient voice Facebook group with website translation facilities.  
The practice has a notice prominently displayed on the reception desk inviting patients to join the group.

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:

Friends and Family Test feedback, Facebook page feedback, BHWC patient Voice Facebook group, e mail contact with the patient group, Suggestion box, NHS Choices, general conversation with patients, wall to wall post it board in waiting room.

How frequently were these reviewed with the PRG?

Once three quarters of the way through the year.

### 3. Action plan priority areas and implementation

<b>Priority area 1</b>
<p>Description of priority area:</p> <p>Appointment availability.</p> <p>As the list grows there is an increasing demand on appointments. There is a time lag between growing the appointment availability and the growth in demand. In part this is because the increase in income into the practice as a result of list growth is three months in arrears.</p> <p>The practice has compared its appointment availability with a basket of other practices and understands that with the recent addition of seven more sessions per week, the appointment availability at this practice is comparable with others. The practice accepts however that access could be improved.</p> <p>The practice has discussed this with the PPG and concluded that the ability to book appointment a week and a half or further into the future is fine and that the ability to get an appointment on the day is generally OK but the ability to get an appointment in two or three days is not good.</p>
<p>What actions were taken to address the priority:</p> <p>Action: Gary to develop the rota to enable appointments to be booked in the near future ie to address the non-urgent but non routine demand. The group discussed whether this could be addressed by a session on Tuesday and Friday that became available for the next session only after the Tuesday or the Friday session. Gary will report back to the group at the next meeting on 21st May.</p> <p>Action: Gary will improve the communication of how appointments can be booked to patients with some form of compliment slip that can be readily given out.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Access for patients and carers has improved.</p>

**Priority area 2**

Description of priority area:

Telephone access

What actions were taken to address the priority:

The practice has employed a fifth member of the reception team three mornings per week, Monday, Tuesday and Thursday.

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

The practice will assess the impact of an additional person over the forthcoming months and extend the additional person to other times if it is deemed to be effective in improving telephone access.

Advertised through:

Newsletter

Facebook group and BHWC patient voice Facebook page

Website

**Priority area 3**

Description of priority area:

Attitude of staff both non clinical and clinical.

What actions were taken to address the priority:

Gary will publicise in the practice feedback from NHS Choices and Friends and Family so that practice staff can understand the breadth of feedback received and learn from it.

Feedback will be discussed at staff meetings and away days.

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

Staff will have a better overall picture of feedback received into the practice.

Practice staff will have a better understanding of how patients feel about their attitude and will have the opportunity to learn from this and adapt their attitude where necessary.

## 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)

Free text

### **Appointment availability.**

All last year's actions have been achieved but the list continues to grow rapidly. See above for further action.

### **Telephone access**

All last year's actions have been achieved. See above for further action.

### **Confidentiality**

All last year's actions have been achieved. This is no longer being raised as an issue.

## 4. PPG Sign Off

Report signed off by PPG: YES / NO	Yes
Date of sign off:	
How has the practice engaged with the PPG:	Face to face
How has the practice made efforts to engage with seldom heard groups in the practice population?	Yes
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?	
Do you have any other comments about the PPG or practice in relation to this area of work?	

