

Tameside and Glossop Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Haughton Thornley Medical Centres

Practice Code: P89014

Signed on behalf of practice: Wendy Povey



Date: 13/03/2015

Signed on behalf of PPG: I Brindle & E Douglas

Date: 13/03/2015

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) Meetings formal & informal, email, practice website, Facebook, Twitter											
Number of members of PPG: 39											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	50%	50%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	33%	66%	Practice	2633	836	1147	1637	1538	1673	1254	1003
			PRG			2	4	13	14	6	

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	7883	34	0	101	17	23	0	18		
PRG	33			1			1			
	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	32	34	1492	12	28	54	16	7	0	1971
PRG			4							

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 PPG have visited “Hyde Community Action” the local Asian support group to talk about the functions of the PPG and invite them to meetings. Some of the women have attended meetings. We have sent a text message to all patient groups and invited them to meet the PPG.
- We have “virtual” membership of the PPG for patients who can't get to meetings.
- We have held a stall in the local shopping precinct for all residents to find out more about the PPG and the practice.
- The PPG network with many external organisations and spread the word regarding the PPG to encourage a diverse group.
- The PPG network with other local PPG groups to help raise awareness.
- Advertised on the practice website <http://www.htmc.co.uk/pages/pv.asp?p=htmc79> <http://www.htmc.co.uk/pages/pv.asp?p=htmc4> .
- Direct email has been created by the PPG for communication.
- Telephoning people.
- Use of smartphones.

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? YES/NO

- No

2. Review of patient feedback

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

- Friends & family Survey.
- Issues brought to PPG meetings.
- Contributions by Twitter and Facebook.
- Messages sent to the practice by email or letter.
- Suggestions box.
- Complaints.

How frequently were these reviewed with the PRG?

- Variable depending on feedback type. Monthly formal meetings of the PPG.
- Ad hoc directly with the Practice Manager.
- Through the Doctors.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

- Considering the generally poor health of patients in our area we wanted to improve the health and wellbeing of patients in the practice and the wider community.

What actions were taken to address the priority?

- We launched our Health Pledge campaign. The aim of Health Pledge is to encourage patients to make changes to their health choices to improve their physical or mental health. They can pledge online www.healthpledge.co.uk or using healthpledge slips in the practice.
- Display was done in the reception areas for the patients.

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

- We have got many pledges and success stories. Some of these are from patients in the practice and some from the wider community. We have publicised it on our practice website www.htmc.co.uk and www.healthpledge.co.uk
- We have also contacted patients by Facebook and Twitter from the practice and Healthpledge accounts.
- We have publicised it nationally at conferences and on the NHS change day website. <http://changeday.nhs.uk/story78/>
- We have discussed further ideas with the Public Health teams from Tameside, Oldham and Stockport.
- Discussions with the Healthy Living Services.

- We have worked with MMU Dept of Nursing and had a stand in the local supermarket for a week with tutors and nursing students offering health checks and signposting support where relevant. One of the nursing tutors is going to provide some dementia awareness training for the supermarket which will impact on the wellbeing of the community.

Priority area 2

Description of priority area:

- To widen and increase the membership of the PPG

What actions were taken to address the priority?

- The PPG has been organised into teams of Special Interest issues. This means that patients who can't get to meetings can still contribute and feedback to the main strategy group. We now have 8 teams working on different issues. Some of these are “virtual” members.
- We sent a text message to all of the patients to invite them to meet the PPG at a stall in the local shopping centre.
- Members of the PPG visited our local Asian support group & persuaded some of the women to come to the meetings.
- Information is provided in the practice reception area.
- Information is available on the practice website.

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

- We now have a larger membership of patients and carers and are hoping to continue to expand.
- We have raised awareness of the work of the PPG
- We had an opportunity to discuss issues with the patients who visited us in the shopping centre.
- We publicise our activities through Facebook and Twitter and on the “Patient Noticeboard” section of the practice website. On the website we post minutes of meetings, dates and agendas of next meetings. We also publicise forthcoming interesting events both within the practice and in the wider community.
- Increase in PPG attendance.

Priority area 3

Description of priority area:

- To raise awareness of the Food bank scheme and the urgency for the community to support the scheme.

What actions were taken to address the priority?

- The PPG discussed the local initiatives in place for the scheme and why it is important to the community.
- Posters and a facility for patients to bring in food to the practice, so that it can be used as a collection point.
- PPG ensured that all the GPs had sufficient Food bank referral forms available and knew the correct referral process.

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

- The Food bank was publicised on the practice website <http://www.htmc.co.uk/pages/pv.asp?p=htmc0576>.
- Many patients and staff contribute to the food bank collection, and locally this saw an increase in donations.
- Learned about what items to use for the Food bank.
- Learned about healthy cooking and what is required for better meals.
- Need to continue to inform patients about the importance of the Food bank both for donors & potential recipients.

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):

Improve Communication

- We have created a Facebook and Twitter account and we also revised the practice website to make it clearer.

Telephone System

- Promoted online services, to enable patients to access the services which do not require a telephone call, such as repeat prescription orders, secure messages, booking appointments.
- This is an on-going process of education and awareness and will continue indefinitely.

PPG awareness and increase the diversity

- PPG have developed their structure, so they now have teams who work on certain aspects.
- The meeting times and days are altered, to ensure that people can make the meetings if they work on some occasions, but also ensure that people who are available through the day can also make some meetings.
- Virtual PPG is also in action, to ensure people who cannot physically attend the meetings, can still be involved.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 10/03/15

How has the practice engaged with the PPG:

- Formally & informally and with individuals as relevant. Through the practice website, Facebook and Twitter.

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

- Through supporting the work & ideas of the PPG

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

- Yes, formally & informally and with individuals as relevant. Through the practice website, Facebook and Twitter.

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

- Yes, they were joint decisions

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

- Increased awareness within the community and not just within the practice.
- Positive feedback from patients.
- Better understanding of self-care and why in this changing NHS environment we all have a responsibility for our health care.

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

- Invaluable asset to the practice and greater recognition is required by NHSE to the fact that these groups of people across the country hold the key to how the NHS can deliver a safe and quality Health care. Also they play a role in leading the way in integrated services.