

NHS Greater Manchester
2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Name: Standish Medical Practice

Practice Code: P92014

Signed on behalf of practice: Dr J S Hall Date: 8 March 2016

Signed on behalf of PPG: Mrs S Byron, Chairperson PPG Date: 8 March 2016

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) **Face to face& email.**

Number of members of PPG: **10**

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	-----	-----	97% of pop.-	-----				
PRG	100							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG										

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:

At Standish Medical Practice we have a PPG which meets face to face every two months. We have invited representatives from different age groups. We also asked patients who represented other groups (e.g. local council members, carers, staff from nursing homes& parents) to be members of the Group

2. During the year the Practice has received feedback from:

- *Patient suggestions & comments via the suggestion box.*
- *Feedback given directly to PPG members.*
- *Feedback from complaints received by the Practice*
- *Feedback from Friends & Family questionnaires.*
- *In May members of the PPG spent several days in the Practice's waiting rooms talking to patients from all groups.*

3. Action plan priority areas and implementation:

This year the PPG identified the following 3 priority areas:

(i) Anticoagulation Service:

A questionnaire was given to patients prescribed Warfarin regarding their monitoring at the Anti-coagulant clinic and asking if they would be interested in self-monitoring. Two thirds of patients asked were satisfied or very satisfied with the clinic. Two thirds were interested in remote monitoring.

In the last few months patients have been referred to the remote monitoring service. We are still contacting patients regarding this and anyone on Warfarin who wishes to do so should contact the Practice.

(ii) Dementia Friends:

Members of the group were interested in a local initiative to make Standish & Shevington Dementia Friendly.

The Practice invited a speaker to give further information to the Group. Training was arranged for PPG Members and Practice Staff to become Dementia Friends. We plan to arrange further training for patients if there is demand.

(iii) Carer Support:

The Group identified support for Carers as another priority area. A representative from the Wigan and Leigh Carers Centre to come to speak to clinical staff and the Practice Manager promoting the services and the support they provide.

This helped clinical & administrative staff to give information to patients who are carers or to patients to pass on to their carers.

4. Progress on previous years:

Appointments are now bookable on-line and repeat prescriptions can also be ordered on-line.

The Practice will continue to provide these services.

The TV monitors in the waiting room continue to give visual presentations on health promotion and information related to the Practice.

5. PPG Sign Off:

Report signed off by PPG: **YES**

Date of sign off: **8 March 2016**

6. How has the practice engaged with the PPG?

The Practice and the PPG have a constructive working relationship which is valued by all involved.

The P.P.G. have told us that they feel very fortunate in having a member of the medical team at every meeting which ensures a continuous communication channel between the P.P.G. and the practice.

We plan to continue to find ways to build on the work already done for the benefit of our patients.