

The Medical Centre
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Stone Cross Surgery
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Standard Reporting Template – Patient Participation DES 2014/15

Surrey & Sussex Area Team

Practice Name: Stone Cross Surgery

Practice Code: G81008

Signed on behalf of practice M Kenward

Date: 28.03.2015

Signed on behalf of PPG A Ellison

Date: 28.03.2015

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
Number of members of PPG:	16

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	49.37%	50.63%	Practice	16.77%	6.91%	8.76%	10.01%	12.99%	11.37%	13.26%	19.93%
PPG	18.75%	81.25%	PPG	0	0	0	0	6.25%	25%	37.5%	31.25%

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	81.34%	0.085%	0	0.39%	0.085%	0.058%	0.0016%	0.003%
PPG	100%	0	0	0	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	0.008%	0.09%	0.07%	0.13%	0.05%	0.17%	0.05%	0.02%	0.21%	9.9%
PPG	0	0	0	0	0	0	0	0	0	0

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:

We continue to advertise in our newsletter that we still need a gentleman under the age of 50 and a patient from a minority group.

In the past we have advertised at the school for a parent of a young child and we are pleased that we now do have a young mother who has joined.

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:

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2. Review of patient feedback

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

Surgery, questionnaires, newsletter, suggestion box and our website (www.stonecrosssurgery.co.uk).

How frequently were these reviewed with the PRG?

Every meeting, in which detailed minutes from each meeting are available on the surgery website. The patient questionnaire results were reviewed at our last meeting on Thursday 5th February 2015 – again detailed minutes are available on the website.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area:
As a result of the surgery patient questionnaires, November 2014 – January 2015, chosen from a list of suggested improvements highlighted from the questionnaires as our first priority, is communication issues between the surgery and the chemist (Boots pharmacy) in Pevensy Bay.
What actions were taken to address the priority:
Gillie Andrews, (Practice Manager), contacted the Pharmacist, Gulzarine Chataroo, from Boots and arranged a meeting for Friday 20 th March 2015 12.00, to enable the surgery and chemist to meet to discuss any issues/problems they are currently facing to see if we can be of any assistance in helping to resolve these.
Result of actions and impact on patients and carers (including how publicised):
<p>Gillie Andrews (Practice Manager) and Michelle Kenward (Deputy Practice Manager) met with Gulzarine Chatharoo (Pharmacist) at Boots Pevensy Bay on Friday 19th March 2015 at 12.00, meeting minutes below. Results of actions and impact on patients and carers will be publicised in the next PPG meeting being Monday 13th April 2015, when the minutes of the meeting will then be available on the website and in Stone Cross Reception.</p> <p style="text-align: center;"><i>Surgery Meeting with Local Pharmacy Boots Pevensy Bay Minutes of Meeting 20.03.2015</i></p> <p><i>Attendees;</i> <i>Gillie Andrews – Practice Manager</i> <i>Michelle Kenward – Deputy Practice Manager</i> <i>Gulzarine Chataroo – Pharmacist Boots Pevensy Bay</i></p> <p><i>As a result of the surgery patient questionnaires, November 2014 – January 2015, our Patient Participation group asked the surgery to look into three key areas, chosen as priority from a list of suggested improvements highlighted in the questionnaires. One of the selected key areas was to explore communication issues between the surgery and chemist and how this could be improved.</i></p> <p><i>Gulzarine, the Pharmacist at Boots in Pevensy Bay, explained that she has only recently taken over this role and, when she first started, the chemist were very delayed with prescriptions due to circumstances out of their control, which included long term staff sickness.</i></p> <p><i>Gulzarine explained that the chemist is now up to date with prescriptions and there is no current back log.</i></p> <p><i>After a long discussion both parties agreed that our main priority is with our patients and making sure we provide the best service possible for them. It was agreed that we both feel we have a very good relationship and feel able to talk to one another should a problem arise. Both parties agreed that the meeting had been worthwhile.</i></p>

Priority area 2**Description of priority area:**

As a result of the surgery patient questionnaires, November 2014 – January 2015, chosen from a list of suggested improvements highlighted from the questionnaires we decided as our second priority area to look at better communication between staff and patients. Firstly to let patients know if clinics start to run late. Secondly patients have said that they are told someone will call them back and then they have to call again. GA explained that this was a training issue and we have had a number of new members of staff join. This is something the surgery can tackle in house with staff training.

What actions were taken to address the priority:

Michelle Kenward (Deputy Practice Manager) addressed the issue on Monday 9th March 2015 with all members of staff and advised them that if they are on the front desk and you are marking a patient in can you let the patient know if the GP is running behind, also if a GP begins to run behind to please notify the waiting room.

Michelle also informed the staff to ensure when dealing with queries or chasing something up to ensure the patient has their name for a point of contact.

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

Since addressing the issue we have not had any reported problems. The PPG will be updated on the next meeting being Monday 13th April 2015 and the minutes from this meeting will be publicised on our surgery website and in the reception at Stone Cross Surgery.

Priority area 3**Description of priority area:**

As a result of the surgery patient questionnaires, November 2014 – January 2015, chosen from a list of suggested improvements highlighted from the questionnaires our third key area was to look into Disabled access at Pevensey Bay Surgery.

What actions were taken to address the priority:

Gillie Andrews (Practice Manager) and Michelle Kenward (Deputy Practice Manager) attended Pevensey Bay Surgery on 20th March 2015 to carry out an inspection of the surgery to see if we can make any reasonable adjustments. Unfortunately due to Pevensey Bay being an older rented property which was not built for purpose, the surgery would require major renovation.

Stone Cross Surgery has been purpose built and we therefore encourage our patients who require disabled to access to use Stone Cross as a preference, however, Pevensey Bay Surgery disabled access is reasonable and members of staff are always available to assist should you require any assistance.

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

The PPG will be updated on the next meeting being Monday 13th April 2015 and the minutes from this meeting will be publicised on our surgery website and in the reception at Stone Cross Surgery.

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)

Extract from PPG minutes 24th February 2014:

Agreed Practice Actions 2014:

- **Online Appointments and Prescription:** To promote patients being able to book appointments and prescriptions online. KH is going to add information on the next patient newsletter. **ACTION KH**
- **Minor Injury Service:** Kelly and Michelle to ensure as many patients as possibly know that we can deal with minor injuries here and what a minor injury consists of. To advertise this Kelly is going to find out if we can advertise on the parish website and perhaps on the village's notice boards. We are also going to make sure that our website highlights this also to patients. We have only recently advertised this service in the practice newsletter and are considering e-mailing this out to all patients whom we have an e-mail address for. We all did agree however, that the question in the patient questionnaire could have been worded in a more understandable way as "minor injury clinic", we do not actually have a specific "clinic" we run a "minor injury service". We also at the Practice need to ensure that patients understand what we mean by a minor injury. **ACTION MK/KH**
- **Recorded Surgery Telephone Message:** Kelly and Michelle to relook at this as may need re-tweaking to remind patients that the reason they are listening to the long recorded message is because they are on hold waiting for their call to be answered. However we will relook at the answer phone to see if we need to change or re word the recorded phone announcement. **ACTION MK/KH**
- **Appointments at Pevensey Bay & Westham Surgery.** Kelly to write in the next Patient Newsletter, that if possible can patients who can get to Stone Cross, to please book appointments here and to leave the Westham and Pevensey Bay surgeries for those patients who are unable to get to Stone Cross. **ACTION KH**

2015 update on previous actions

Online appointments and prescription were promoted and information was included in the newsletter that followed the February meeting as asked for by the PPG. Our website is continually being advertised by our Jayex patient calling display board and in our practice leaflet.

Minor Injury Service we have ensured that all staff when patients ring up to ask for an indication of the problem so that we can ensure we encourage patients to use this service where applicable.

Recorded telephone message changed to ensure that patients were informed that they are in a queue and that the call would be answered as soon as possible and then the recorded messages.

Kelly the Practice Manager at the time included in the newsletter following the agreed practice actions in 2014 asking patients to please leave the **Pevensey Bay and Westham Surgery** for those patients who are unable to get to Stone Cross Surgery.

4. PPG Sign Off

Report signed off by PPG: YES / NO	YES
Date of sign off:	28 th March 2015
How has the practice engaged with the PPG:	E-mail and face to face meetings
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?	Too early to comment on 2015 actions however 2014 actions well received by patients and our Friends and Family Feedback has been very positive.
Do you have any other comments about the PPG or practice in relation to this area of work?	No