

# Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team  
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Cheriton Bishop & Teign Valley Practice

Practice Code: L83098

Signed on behalf of practice: Julia Mercer, Practice Manager Date: 18.03.2015

Signed on behalf of PPG: Jean Martin, Chairperson, PPG Date: 18.03.2015

## 1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG?		YES	
Number of members of PPG:		10	
Detail the gender mix of practice population and PPG:		Detail of age mix of practice population and PPG:	
	%	Male	Female
Practice	2262	2339	
PRG	3	7	
	%	<16	17-24
Practice	777	323	382
PRG			
		25-34	35-44
		45-54	55-64
		65-74	> 75

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	4601	10	0	15	0	0	0	2
PRG	10							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	10	0	0	3	1	0	0	0	0	0
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:

**We advertise our PPG widely in our local area magazines, have posters and leaflets in the surgery and use our web site, also general word of mouth via committee members to patients. Our PPG has been well established since 2011 and patients have approached committee members to ask if any vacancies are available on the committee and recruitment has been made in this way.**

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

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

No

## 2. Review of patient feedback

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

- People from other PPGs have attended our meetings to gain help and advice about setting up their own PPGs within their Practices
- Feedback from Healthwatch who attended meetings and have worked with Patients in our area
- Feedback from meetings at Moretonhampstead Hub
- Feedback from Acorn Community Service – Memory Café and Balance Classes
- General Feedback from patient discussions with committee

How frequently were these reviewed with the PRG? At each meeting – every three months

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Moretonhampstead Hub – Services Available for Patients</p>
<p>What actions were taken to address the priority?</p> <p>Committee members attend meetings and report back to the PPG where minutes and notes from the meeting are discussed</p> <p>Parish meetings in Moretonhampstead are also attended to keep up to date with matter arising</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Reports are given to Practice and GPs</p> <p>Patients are invited to Public meetings at Moretonhampstead and the PPG and Practice promote these dates widely to enable Patients to attend</p>

## Priority area 2

Description of priority area:

Medication Waste

What actions were taken to address the priority?

PPG Committee members attend regular meetings at the Mid Devon Patient Panel and a meeting was held by Dr Jenner and Grant Smith from Medicines Optimisation to discuss Medication waste and all the implications. This gave greater understanding of the problems which help the PPG assist in communicating this to patients

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

PPG placed article in Parish Magazines informing patients how to prevent waste and in terms of cost, explaining, along with other points, that as much as £5.5 million is wasted each year in Devon alone

PPG feel that by attending meetings and writing articles in local magazines they are able to make Patients aware of information they would not normal have access to

### Priority area 3

Description of priority area:

Dispensary

What actions were taken to address the priority?

The PPG has assisted the Practice by re-enforcing messages to patients to ensure the safe and efficient running of the Dispensary.

For instance:

Advertising and reminding that two full working days are needed to dispense medication and patients should allow at least that amount of time before collecting

To help with wasted medication, only order what is needed

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

Raise patient Awareness

Maintain good communication between Practice and Patients

Reduces pressure on Dispensary if Patients are aware of where they are able to help

## 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):

The PPG has been established since 2011 and is known to the majority of our patients.

Committee members come from various parts of our Practice area and are active in making themselves know to Patients and have information leaflets available for them to hand out detailing contact numbers and information

Our Chairperson, Mrs Jean Martin and Secretary Caryn Tripp regularly attend the Mid Devon Patient Panel meetings and present the matters arising to the committee, keeping everyone up to date on current issues within the CCG

Our PPG has developed into an integral part of the Practice and has a permanent information table in the waiting room with a suggestion box for patients to use.

#### 4. PPG Sign Off

Report signed off by PPG:	YES
Date of sign off:	18.3.2015

How has the practice engaged with the PPG:

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

Our Chairperson is involved with Acorn community Support as a Volunteer and she has also given talks to Young Farmer Groups and young mothers at local Primary School

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

Feedback has been received from Acorn Community support, Local Lunch Clubs, Tea and Chat afternoons which are held in Cheriton Bishop once a month

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?

PPG feel communication has improved between themselves and patients because of adverts and literature

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

PPG speak at the Cheriton Bishop Parish Meeting yearly which they feel has raised profile of PPG



