

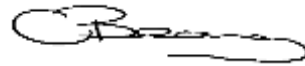
# Annex D: Standard Reporting Template

Thames Valley Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: THE WHITE HORSE MEDICAL PRACTICE

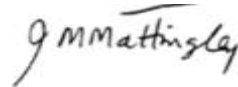
Practice Code: K84051

Signed on behalf of practice:



Date: 20<sup>th</sup> March 2015

Signed on behalf of PPG:



Date: 19<sup>th</sup> March 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) Four meetings of core group plus regular contact via email.											
Number of members of PPG: 8 Core members plus approximately 75 other members											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	5133	5325	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	40	43	Practice	1637	1387	1237	1604	1415	1236	940	1002
			PRG	0	0	1	9	19	22	23	9

Detail the ethnic background of your practice population and PRG: **UNFORUTNATELY WE ONLY MIGRATED TO EMIS WEB ON 10<sup>TH</sup> FEBRUARY AND AS YET HAVE NOT HAD SUFFICIENT TRAINING IN SEARCHES TO BE ABLE TO EXTRAPOLATE THE REQUIRED INFORMATION BELOW.**

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice								
PRG								

	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:

**The PPG is promoted on a noticeboard at the Practice along with inclusion on the Practice website.**

**<http://www.whitehorsepracticeppg.org.uk/index.html>, linked from <http://www.whmp.co.uk/> provides information of the objectives, meetings and activities, with a contact form to register interest.**

**Form for registration of WHMP online services includes sign up for PPG communication.**

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? **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:

**Patient survey 2013**

How frequently were these reviewed with the PRG? **At meetings held every three months.**

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: <b>Engaging local community to inform improvement of health services locally</b>
<p>What actions were taken to address the priority?</p> <p><b>Health Summits</b> <b>2013 Health service changes. OCCG, Oxford Clinical Commissioning Group</b> <b>2014 Speaker from Carers Oxfordshire.</b></p> <p><b>The PPG conducted research into the adequacy of Oxfordshire maternity services, given that there is a significant increase in population in Faringdon. This culminated in a report being presented to the Oxfordshire Clinical Commissioning Group in April 2014. Following responses from the OCCG our PPG then also presented our report to the South West Oxfordshire Locality Forum in July 2014. The Forum then agreed that a maternity survey of all SWOL Practices' should be carried out. Five of the SWOL Practices participated in this survey and this work was carried out in association with the Church Street, Wantage PPG. We then held a telephone conference with the President of the Royal College of Midwives, Professor Lesley Page, to discuss our finding in December 2014. In January 2015 the PPG then forwarded the results of our researches to the Vice Chairman of the Oxford University Hospitals Trust, for his consideration. He then asked one of the Trust's senior managers to investigate our findings that were specifically related to that Trust. We await his response, so this is an ongoing project.</b></p> <p><b>Twice yearly newsletters available online, in the practice, in village post offices alongside repeat prescriptions, library, nursing home, pharmacies.</b></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><b>Summit meetings were advertised in local press, posters in Library, local village Post Offices and shops.</b></p> <p><b>Carers summit was very informative. Monthly carers group now held at the Practice.</b></p> <p><b>Increasing numbers of newsletters being distributed both electronically and hard copies.</b></p>

## Priority area 2

Description of priority area:

**Successful Migration of New Computer System with minimum impact on patients.**

What actions were taken to address the priority?

**Meeting with three members of the core group to discuss the best way to inform patients of change to new clinical system and how to help manage patient expectation during the 5 day period of changeover.**

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

**Patient Group wrote article for local press, clearly detailing how patients could access services from the practice during the changeover period. Many patients were complimentary about how it had been publicised and how efficiently the practice managed.**

## Priority area 3

Description of priority area:

**Merger with neighbouring Fern Hill Practice**

What actions were taken to address the priority?

**The core patient group were informed at an early stage of negotiations and kept updated at regular intervals.**

**Members of the WHMP PPG also met with the Practice Manager of the Fern Hill Practice in order to take account of the needs of that Practice, given that Fern Hill did not have its own PPG.**

**The PPG will be involved in specifying the changes to the Medical centre building, revision of a new website, and in preparations for encouragement of increased online access for repeat prescriptions, appointment bookings.**

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

**The patient group included an article in the Autumn Newsletter and are currently in the process of producing the spring newsletter to include updates on progress. The merging of the two Practices will have more impact on Fern Hill patients than White Horse but two of the Fern Hill GPs will be moving across to ensure some continuity of care. The merged Practice will be able to provide improved healthcare and services for the population of Faringdon and surrounding villages. The patient group hope to be able to recruit new patients who have joined from the Fern Hill Practice as they didn't have a patient group.**

#### **Planning gain**

The practice and the PPG have collaborated to encourage OCCG to seek funds from Housing developments in the area. (1,430 homes in our Practice area, spread over 6 different developments – potentially another 3,100 patients (based on the 2.2 multiplier))

SWOLF ( South West Locality Forum) has now taken this up with OCCG. WHMPppg have written to MP, Ed Vaisey, and all the leaders of Oxfordshire Councils about the lack of information provided to VWHDC Planning authority. No positive result has yet been achieved.

#### **Health service information**

Review of information on WHMP website concerning related health services, in order to improve information available to patients.

#### **Closure of nursing and respite beds, Ferendune Court Care Home.**

The practice and PPG worked closely together to prevent Oxfordshire County Councils closure of 8 intermediate care beds but we failed.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19<sup>th</sup> March 2015

How has the practice engaged with the PPG:

**The practice keeps in regular touch with the core group of the PPG via email and telephone. There are 4 yearly meetings that the Practice Manager and Business Manager attend along with one of the Partners twice a year. Any new initiatives are communicated to the PPG via email for their views before instigating them. The PPG agreed the priority areas and have assisted in the action plan with additional meetings in between the main three monthly core group meeting. We hope that the migration of the new computer system and the merging of the two practices will continue smoothly and with the help of the PPG, the patients continue to be kept well informed of developments and services.**