

PPG Report and Action Plan

Name of Practice: The Banks and Bearwood Medical Practice.

<p>Practice Population:</p>	<p>The Practice population at 1/3/2016 is 9314, with the list size continuing to rise. Public Health England produces data about individual GP Practices and information about The Banks and Bearwood Medical Practice can be accessed through the link below. The Practice has proportionately more patients aged 0-9, 25-45 and 60-70 than the CCG average.</p> <p>Public Health Data 2015 - Banks and Bearwood Medical Practice</p>																																																
<p>Membership of PPG:</p>	<p>As of 1st March 2016, there are 224 patients in the Practice Participation Group (58.6% female, 41.4% male).</p> <table border="1" data-bbox="353 612 1386 898"> <thead> <tr> <th colspan="3">Are you male or female?</th> </tr> <tr> <th>Answer Options</th> <th>Response Percent</th> <th>Response Count</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>41.44%</td> <td>92</td> </tr> <tr> <td>Female</td> <td>58.6%</td> <td>130</td> </tr> <tr> <td colspan="2"><i>answered question</i></td> <td>222</td> </tr> <tr> <td colspan="2"><i>skipped question</i></td> <td>2</td> </tr> </tbody> </table> <p>There is a fairly even representation of age groups, with the notable exception of patients aged under 16, where we have no members. This is an area we will look to develop over the next year to ensure that younger patients have a chance to present their views.</p> <table border="1" data-bbox="353 1040 1386 1457"> <thead> <tr> <th colspan="3">What age are you?</th> </tr> <tr> <th>Answer Options</th> <th>Response Percent</th> <th>Response Count</th> </tr> </thead> <tbody> <tr> <td>Under 16</td> <td>0.0%</td> <td>0</td> </tr> <tr> <td>16-24</td> <td>13.5%</td> <td>30</td> </tr> <tr> <td>25-34</td> <td>22.4%</td> <td>50</td> </tr> <tr> <td>35-44</td> <td>18.8%</td> <td>42</td> </tr> <tr> <td>45-54</td> <td>12.1%</td> <td>27</td> </tr> <tr> <td>55-64</td> <td>15.3%</td> <td>32</td> </tr> <tr> <td>65-74</td> <td>14.3%</td> <td>32</td> </tr> <tr> <td>75-84</td> <td>4.0%</td> <td>9</td> </tr> </tbody> </table>	Are you male or female?			Answer Options	Response Percent	Response Count	Male	41.44%	92	Female	58.6%	130	<i>answered question</i>		222	<i>skipped question</i>		2	What age are you?			Answer Options	Response Percent	Response Count	Under 16	0.0%	0	16-24	13.5%	30	25-34	22.4%	50	35-44	18.8%	42	45-54	12.1%	27	55-64	15.3%	32	65-74	14.3%	32	75-84	4.0%	9
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Over 84	0.4%	1
<i>answered question</i>		223
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The PPG is predominantly made up of white British patients, which broadly reflects the ethnic make-up of the wider Practice population. The PPG also has representation from white and black Caribbean, black African, Chinese, Indian and Bangladeshi and wider European communities.

What is the ethnic background with which you most identify?		
Answer Options	Response Percent	Response Count
White British	78.4%	174
White Irish	1.4%	3
Mixed White & Black Caribbean	1.4%	3
Mixed White & Black African	0.0%	0
Mixed White & Black Asian	0.0%	0
Indian	0.9%	2
Pakistani	0.0%	0
Bangladeshi	0.5%	1
Black Caribbean	0.0%	0
Black African	1.4%	3
Chinese	0.9%	2
Other	15.3%	34
<i>answered question</i>		222
<i>skipped question</i>		2

77% of the PRG stated that they visit the GP occasionally or rarely, as opposed to only 23% who stated they visit the GP regularly. The proposed establishment of bi-annual PPG meetings may help to involve patients who visit the Practice more regularly.

How would you describe how often you come to the Practice?		
Answer Options	Response Percent	Response Count
Regularly	22.9%	49
Occasionally	38.8%	83
Rarely	38.3%	82

	<p style="text-align: right;"><i>answered question</i> 214</p> <p style="text-align: right;"><i>skipped question</i> 10</p>
Information Analysed:	<p>We have used the following sources of information to identify priorities and develop our Practice Action Plan:</p> <ul style="list-style-type: none"> • Friends & Family Test, • Comments on NHS Choices, • Own patient survey about Practice Nurse appointments and how patients would like to access appointments. • Feedback from patients during appointments and meetings with Practice staff.
Areas for improvements identified:	Please see Action Plan below
Action plan:	Please see Action Plan below
Summary of change:	<p>We have sought to improve patient access to healthcare appointments through the recruitment of an additional GP and a prescribing Nurse Practitioner. We hope that the refurbishment of the patient toilet, installation of power assisted doors and the air curtain will make visiting the Practice premises easier and more comfortable for our patients. We will investigate what further improvements can be made to enhance the experience of patients who suffer from dementia.</p> <p>We are keen to provide health education opportunities for patients to provide information for them to be able to access self-care advice and support groups. We are doing this through the use of the Practice website and noticeboards in the waiting rooms.</p> <p>The development of larger premises in Winton remains one of our longer term goals. We are currently in discussions with the CCG in order to identify any opportunities for the future.</p>
Description of how patients have been engaged with this:	The Practice has engaged patients through the use of a Practice Survey, the Suggestions and Comments Box, by displaying information in the waiting areas and by emailing the action plan to the PPG for comment.

Scroll down to see Action Plan on next page



The Banks and Bearwood Medical Practice PPG: Action Plan 2015/16

Number	Title	Description	Aims	Completed by whom	Timescale
Theme: example Communication, Premises etc					
1	Premises	Patient toilet at Banks Surgery	Improve appearance of patient toilet at Banks Surgery.	Practice Manager	Completed Feb 2016
2	Premises	Patients have reported draughts whilst in the waiting room at Bearwood Medical Centre	Reduce cold air draughts felt by patients by investigating the feasibility of installing a hot air curtain in the doorway.	Practice Manager	Aim to complete by April 2016.
3	Premises / Access	Power assisted front doors at the Banks Surgery.	Facilitate easier access for patients with mobility issues and pushchairs	Practice Manager	Completed March 2016
4	Appointment Access	Recruitment of a Nurse Practitioner to provide on the day appointments for patients with acute medical needs.	Improve appointment access to a healthcare professional. (Friends and Family Feedback)	Practice Manager and Partners	Completed. Nurse Practitioner started 1/2/2016
5	Appointment Access	Recruitment of a salaried GP for an additional 5 sessions per week	Improved access to GP appointments (Friends and Family Feedback)	Practice Manager and Partners	Completed. Dr Hill started March 2016
6	Appointment Access	Practice Nurse appointments to be offered outside working hours	Facilitate easier access to Nurse appointments for patients who work (in response to Patient Survey)	Practice Manager and Nurses	Completed, new appointment structure from Jan 2016
7	Appointment Access	Survey responses indicated that a higher proportion of patients would like to be able to book a GP appointment within a few days rather than weeks in advance. The allocation of appointments will be looked at when the new Nurse Practitioner and GP are in post.	Improve availability of appointments for booking (in response to Patient Survey)	Practice Manager	For completion by May 2016

8	Premises	Investigate the development of improved surgery premises in Winton.	To increase the size of the Surgery premises in Winton and improve patient experience.	Practice Manager and Partners in conjunction with Dorset CCG	On-going
9	Communication	Improve communication of health related events run by local community / voluntary sectors	Posters and leaflets have been made available in Practice, advertising local health events such as local Alzheimer Awareness, Self Care, Diabetes Awareness, Support for Carers events	Practice Manager and Surgery staff	On-going
10	Communication	Establish bi-annual Patient Participation Group meetings	To foster improved communications between patients and the Practice and allow the discussion of future Practice plans.	Practice Manager and Partners	Start March / April 2016
11	Premises	Work towards becoming a Dementia friendly Practice	Investigate whether improvements can be made within the Practice environment in order to make the experience of visiting the Surgery easier for patients with Dementia and their carers.	All staff led by VP.	On-going
12	Premises and Environment	Improve disabled and "loading" parking arrangements at The Bearwood Medical Centre following complaints from local residents about unsafe parking by people visiting the Surgery.	The Practice has worked with Poole Council Highways department and local councillors in order to improve the road signage and parking arrangements outside the Bearwood Medical Centre. Patients were signposted to the consultation process run by the Council in the planning of the changes.	Dr C Davies, Practice Manager and Poole Council	Completed March 2106.