

**Horsham and Mid-Sussex CCG area
2017/2018 Patient Participation**

Practice Name: Cuckfield Medical Practice & The Vale Surgery	Practice Code: H82005
Signed on behalf of Practice: Jess Yaxley	Date: 18 April 2018
Signed on behalf of PPG: Emily Hutchings	Date: 18 April 2018

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

Does the Practice have a PPG:	Yes, since 2012
Method of engagement with PPG:	Email, 'phone and face-to-face meetings scheduled throughout the year
Number of members of PPG:	22 members

1.1 Demographics:

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	5013	5082
PPG	9	13

Detail the age mix of practice population and PPG:

%	< 16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2420	896	1159	1403	1553	1110	856	698
PPG	0	0	1	2	5	4	5	5

Ethnicity recorded:

	White			
	British	Irish	Gypsy / Irish	Other
Practice	4998	376	0	73
PPG	22	0	0	0

	Mixed / Multiple Ethnic Groups			
	White & Black Caribbean	White & Black African	White & Asian	Other Mixed
Practice	13	29	28	87
PPG	0	0	0	0

	Asian / Asian British				
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian
Practice	27	7	7	11	20
PPG	0	0	0	0	0

	Black / African / Caribbean / Black British		
	African	Caribbean	Other Black
Practice	17	8	20
PPG	0	0	0

	Other	
	Arab	Any other
Practice	0	26
PPG	0	0

1.2 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 actively promote the PPG on our website, in our Practice Booklet, in the 2 surgeries, in the Practice newsletter and via our flu clinics.
- We are always actively seeking patients to join the PPG. Many patients in the 17-44 age range are working and often have long commutes to London and surrounding areas. As last year, we arranged the meeting times both inside and outside of working hours to make it as easy as possible for patients to attend. Registered patients of any gender, age or ethnic background are encouraged and welcome to join the PPG, as are carers of registered patients who are not registered as patients themselves.

1.3 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 number of nursing homes or an LGBT community)

No, our Practice population is largely healthy elderly or working age professionals but there is early indications of proportionately more patients in the < 16, 17-24, 25-34 and 35-44 age ranges.

2. Review of Patient Feedback

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

Source 1: Friends & Family Test and the National Patient Survey

The Friends & Family Test and National Patient Survey continue to be excellent sources of information from our patients.

Source 2: Other channels for feedback

Comments and suggestions are encouraged via:

- a secure and encrypted Comments and Suggestions Form on the website
- Twitter
- Facebook
- NHS Choices Reviews and Ratings and Healthwatch, through links on our website
- Comments Boxes in both surgeries.

A new Facebook page has been created by the Locality Network and work is ongoing to determine how this should operate.

Source 3: Winter Wellbeing Fairs

Following the success of last year's events, PPG/Practice again organized and ran two Winter Wellbeing Fairs concurrent with flu clinics in October 2017, one at each surgery. The PPG discussed their rôle, how to join and encouraged feedback about their patient experience, facilitating the views of many patients in a short time, and of those who are not so comfortable with electronic media.

Source 4: Macmillan Coffee Morning

As before, the PPG/Practice used this event to get in touch with the community and it allowed local patients to meet and chat, and share experiences in a more informal forum. One action was continuing to try to obtain email addresses and mobile 'phone numbers and that a 'permission to use' form would be provided for that purpose.

2.2 How frequently were these discussed with the PPG

The PPG formally met as below. Feedback was made available, in appropriate ways, and discussed as needed:

1.00 pm	Wednesday, 31 May 2017	The Vale
9.00 am	Saturday, 5 August 2017	The Vale
6.30 pm	Tuesday, 7 November 2017	Cuckfield
10.30 am	Tuesday, 20 February 2018	Cuckfield

The feedback from the three events was discussed at the November meeting.

3.0 Action plan priority areas and implementation

3.1 Priority area 1: Support for the Extended Access Initiative

There was already a good system in place locally for our patients to access to a doctor on a 24-hour basis, coupled with extended appointment times.

Patients were encouraged to complete the CCG's 'GP Service – Extended Access Survey' which ran from 17th July to 15th September 2017. The questionnaire was made available on the practice website, as well as being on the CCG website, with hard copies provided in the waiting rooms.

As a result of consultation and debate, it was determined that the only practical option was on a 'town-based' approach, working in conjunction with the other local practices with a gradual increase in afternoons and evenings during a 6 month trial from October 2017 to March 2018, which has now been extended to October 2018.

The result was the new development of collaboration – the 'Hub' - between local practices to provide additional appointments for criteria lead medical conditions, i.e. those not requiring on-going treatment. The collaboration originally involved every practice in our Locality Network, that is Cuckfield & The Vale, Dolphins, Newtons, Northlands Wood, Lindfield, Ouse Valley and Cowfold. It operates from a Haywards Heath locations utilising locum GPs to provide 25 extra appointments for quick treatments at Dolphins on Monday, Tuesday, Wednesday and Cuckfield & The Vale on Thursday and Friday.

2,300 appointments were made available in the Hub from when is started in early November to the end of March 2018 and it was much appreciated by those who used it. In a patient survey from November, the first operational month, the 57 who responded said it was easy to book and 55 were happy with the GP who saw them.

3.2 Priority area 2: Plan and host Community Event – Winter Wellbeing Fairs

- **Description of priority area:** After the success of the Macmillan Coffee Morning in last two years, and the 'Winter Wellbeing Fairs' held last year, the Practice and PPG agreed it was worth repeating the fairs, to provide patients with help and advice on how to care for themselves over winter.
- **What actions were taken to address the priority:**
 - PPG members met throughout the year to plan and organize the events.
 - Invitations were sent to many organizations, including Diabetes UK and Healthwatch. The invitees list was drawn in consultation with the practice partners. Those able to attend were:

Cuckfield, 7th October 2017

Stroke Association
Alzheimer's Society
Age UK

Mid-Sussex Older People's Council
Action for Deafness
CAB

The Vale, 21st October 2017

Mid-Sussex Wellbeing
Weight Watchers
Worth Domestic Violence Advisors
Haywards Heath Food Bank

Leaflets were supplied by Carers Support and made available at both Fairs.

- **Results of actions and impact on patients and carers:**
- The events took place on October 7 2017 at Cuckfield and October 21 2017 The Vale. As before, local and national organisations were invited by the PPG to attend and have a stand.
- Some PPG members attended the fairs to speak to patients, increase membership, and sell refreshments.

3.3 Priority area 3: Monitoring the use of the Car Parking at Cuckfield Medical Practice

- **Description of priority area:** During previous patient questionnaires, in discussion with the PPG at the Flu Clinics and directly to the Practice, our patients have highlighted that parking is an issue during school start/ finish times at the Cuckfield Surgery.
- **What actions were taken to address the priority:** Feedback on the issue and specific monitoring of the car park was undertaken. Suggestions for improvement considered:
 - CCTV was considered impractical as it would take a considerable amount of monitoring
 - The police action cannot take action against parking offenders (as a private car park it is a civil matter)
 - A physical barrier: this is still to be investigated
- **Results of actions and impact on patients and carers:** The new sign and the council extending the lines outside the school does appear to have helped with the parking situation at Cuckfield. Further steps are still being looked at.

3.4 Progress on previous years

To improve communications with patients/carers, the PPG contributes to the Practice's newsletter, including items with a more personal interest, for example a personal story about living with endless indigestion (April 2017) and swimming as exercise (July 2017). The Stroke Association's communication group in Cuckfield was advertised (July 2017). Future articles common conditions, specifically Type 2 diabetes and hiatus hernia, were researched.

4.0 PPG Sign Off

4.1 Report Signed off by PPG: Yes No

4.2 Date of sign off: 18 April 2018

4.3 How has the Practice engaged with the PPG:

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

The Practice has held the Wellbeing clinic at the Vale this year to try and engage with a different cohort of patient. We have raised the profile of our Care Coordinator to engage further with our patients who have carers or who are carers. We have introduced the Accessible Information process to ensure that patients and or carers with additional needs can request information in different formats.

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

We receive information via e-mail, verbally, at Practice events, ie flu clinics, patient questions and written notes and letters. We have a Carer's noticeboard to highlight information for Carers

3. Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes, the priority areas and plans are agreed between the practice and PPG in our regular meetings.

4. How has the service offered to patients and carers improved as a result of the implementation of the action plan?

We believe patients and their carers or patients who are carers have the information necessary in order to engage with the Practice and we are constantly reviewing ways of interacting with this cohort of patients to further improve our service for them.

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

The practice seeks the views of the PPG often. The practice/PPG remains determined to engage the widest possible membership and ensure the practice services meet the needs of its people.

Appendix A – Dates and Events 2018/19

The PPG Leadership Team is scheduled to meet formally:

- Thursday May 24th 1pm The Vale
- Saturday September 15th 9am The Vale
- Wednesday November 28th 1.30pm Cuckfield Site

There will be other informal meetings throughout the year to work on our initiatives and plan events.

Key PPG/Practice organized events:

- Macmillan coffee morning – Friday 28th September (Cuckfield)
- Cuckfield Winter Wellbeing Fair - TBC
- The Vale Winter Wellbeing Fair - TBC