

UNIVERSITY MEDICAL CENTRE - G82140 – 2014/2015 PPG REPORT

Kent and Medway Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: University Medical Centre

Practice Code:G82140

Signed on behalf of practice: *Dr Tim Noble* Date:*27th March 2015*

Signed on behalf of PPG: *Megan Wells* Date:*27th 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 and Virtual
Number of members of PPG:20

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 University Medical Centre PPG consists of 19 virtual members and 1 face to face member. Due to our unique demographic of a student population the PPG decided that the best way to reach the student group efficiently would be for the University of Kent Vice-President of Welfare to be our PPG Chair. The other 19 members are non-students whom represent the rest of our practice population. These non-students opted for a virtual PPG. So whilst our PPG demographic stats do not match our population in percentage we meet with VP of Welfare whom meets separately with her deputies and the wider student groups to discuss matters arising in our Practice. In terms of ethnicity our 19 virtual members are all British or Mixed British Ethnicity. Whereas, our PPG chair meets separately with different groups which include the large % of Asian and African students registered with the practice. The vast majority of our non-student population are White or Mixed British which is reflected in our virtual PPG demographic. We feel that we reach all genders, age groups and ethnic groups via our PPG Chair who is the main student rep and our virtual group.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?

We have a very large population of students – 75% of our practice list size is 18-24 year olds.

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

We meet regularly (2-3 months) with the University of Kent Vice-President of Welfare who is our student representative for the Medical Centre and the Chairperson of our PPG. She is able to engage and communicate with all students at the University of Kent via her deputies who look after different colleges on campus and using the University platforms of communication. E.g. student portal, student Facebook page etc.

2. Review of patient feedback

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

- Social Media (Twitter/Facebook)
- Friends and Family Test Data (from Dec 2014)
- Written Feedback (Patient Feedback box in reception)
- Student Feedback via VP of Student Welfare
- Service surveys
- 2013/2014 PPG Survey and Report

How frequently were these reviewed with the PRG?

- We met with the PRG chair on a termly basis – 4 times per year

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Sexual Health Services: A priority area identified by the PRG and Practice was to retain Sexual Health Services offered by the Practice whilst KCC went through a tender process for the delivery of Sexual Health Services Kent wide. There was an initial proposal by KCC to remove Sexual Health Services from the Practice and replace the current provision of 5 sessions of symptomatic screening a week (30 appointments) with 1 session of outreach (6 appointments). KCC were proposing that patients requiring further screening travelled to the Gate Clinic at Kent & Canterbury Hospital.

What actions were taken to address the priority?

The PRG organised a petition which was widely supported by the students and population of our practice which asked that KCC review their proposal and include more robust student provision within their plans for the new specification and new provider. Following the petition the Practice and PRG chairperson were invited to meet with the lead commissioner for sexual health services at KCC and the lead consultant for public health on the tender project. Collectively with our PRG chair we were able to negotiate that the new service specification insisted that provision for sexual health services on university campus' in Canterbury was included in the specification. Since this meeting the new specification has been published and includes this proviso.

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

Sexual Health Services have been retained at the University Medical Centre. This has had a positive impact on the patient care as we continue to be able to offer a service which we have a great demand for. We are awaiting a contract with the new provider to reflect this and then we will meet with our PRG chair and discuss how best to publicise this information for our population.

Priority area 2

Description of priority area:

Mental Health Services: Another priority identified by the PRG and Practice was to promote the Mental Health Services offered by the Practice. We deliver four Mental Health Services; Improving Access to Psychological Therapies, Psychiatric Liaison Nurse Service, Psychosexual Medicine and Mild to Moderate Eating Disorders. Last year's survey highlighted that awareness of these services and how to access them was very low.

What actions were taken to address the priority?

The practice attended Fresher's Fayre on campus at the University of Kent with staff from all of the four services promoting the service and talking to patients. We also promote all of our Mental Health Services and advise how they can be accessed on our TV screens in the waiting room. We use social media such as Twitter to remind our patients that the services are available. The PRG and VP of Welfare for the University of Kent will be holding a Mental Health Awareness Day on campus and we will be attending to support and offer advice about our services to our patients.

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

Increased awareness of services means that more of our patients are able to benefit from the services that we provide. Since increasing our promotion we have seen an increase in activity. We ask that patients complete a feedback questionnaire on completion of treatment and feedback for these services is always very positive.

Priority area 3

Description of priority area:

Education International Patients: The Practice has a large number of international patients whom register with us whilst they are studying at University. Often they do not understand the NHS system and how to use services appropriately. Both the practice and PRG felt that it would be a good idea to provide some basic information that targeted these groups re which services are best used for which problems.

What actions were taken to address the priority?

We designed a poster that could be distributed at Fresher's Fayre and displayed in all of the on campus accomodation which displayed information re best use of services:

- What to use your GP for
- When to seek advice from a Pharmacist
- How to use OOH services correctly
- When to use A&E

We also delivered student talks to new cohort of students and gave a presentation on how to access services and the appropriate use of A&E.

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

This had a positive impact on our patients by increasing knowledge of services and how to use them appropriately, meaning that patients can access better more appropriate treatment in the first instance.

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):

Please see embedded previous PRG reports below which fully detail actions taken based upon survey results and a review of the previous year's actions in each report.



**2012 Survey
Findings**



**2012 Survey
Report**



**2013 Survey
Report**



UMC 2014
Report.ppt

**2014 Survey
Report**

PPG Sign Off

Report signed off by PPG: **Megan Wells – PPG Chair & Vice President of Welfare University of Kent.**

Date of sign off: **27/03/2015**

How has the practice engaged with the PPG:

Meetings on a 2-3 monthly basis and virtually with non-student members of the PPG who opted for email communication when the need arises.

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

Yes – we work with seldom heard groups and access these via student organisations set up specifically for these groups and our non-students via email – their preferred method of communication.

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

Yes - via paper feedback, survey feedback, FFT feedback and via Social Media. We also provide verbal feedback from our University Welfare meetings.

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

Yes – priorities were jointly discussed and decided upon.

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

The sexual health services offered by the practice have been retained as a result of the PPG and Practice work on this priority. The loss of this service would have had a detrimental effect on the sexual health care and access to advice for the practice population. More patients are now accessing Mental Health services as a result of promotion and we are seeing better and more appropriate use of medical services in general as a result of educating international students re NHS services.

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

We continue to believe that the work we carry out with our PPG is vital to providing excellent healthcare to our population. With a diverse population such as our own, having the Vice President of Welfare for the University as our PPG chair is of huge benefit to our practice and

