Annex D: Standard Reporting Template

[Name] Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: New Street and Netherton Group Practice

Practice Code: B85036

Signed on behalf of practice: *Anne Tinsdeall* Date: 31st March 2015

Signed on behalf of PPG: *Andrew Redfearn* Date: 31st March 2015

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) – Face to Face | |
| Number of members of PPG: 10 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 3438 | 3581 | | PRG | 5 | 5 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1479 | 565 | 947 | 972 | 1021 | 821 | 639 | 575 | | PRG | 0 | 1 | 0 | 1 | 0 | 3 | 5 | 0 | |
| Detail the ethnic background of your practice population and PRG: Patients not coded: 1382   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed | | Practice | 4632 | 19 | 0 | 133 | 59 | 15 | 20 | 26 | | PRG | 7 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 64 | 285 | 2 | 16 | 24 | 60 | 189 | 9 | 0 | 84 | | PRG | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | | |
| 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:  Several methods of advertisement ie: Website/Practice Leaflet/Posters/Patient information screen – accessible from waiting room. Word of mouth and members of the PPG at other coffee mornings and support groups that they attend. | |
| 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:  No significant group over and above the normal. As a group we have tried to improve links with the local nursing homes. Several members are attending a Sunday Lunch Club meal to improve contact with the PPG and to encourage residents to take an active part in the group. 6 members of the PPG will be attending the meal with the hope of offering support to a nursing home resident when they may decide to attend a PPG meeting. | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Patient survey feedback  Friends and Family survey feedback  Suggestions left on the PPG board in either waiting room  Word of mouth |
| How frequently were these reviewed with the PRG?  Monthly at each meeting |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: Promote access  Appointment access – more pre-bookable  Access to clinician of choice  Access to repeat medication via web (on-line)  Access to medical records |
| What actions were taken to address the priority?  Throughout the year we have promoted electronic access to S1 via on-line, both to enable patients to make use of pre-bookable appointments and ordering of prescriptions.  We have introduced a drop-in clinic on Monday mornings to enable patients to be seen asap at the beginning of the week which increases patient access to appointments for the rest of the week. |
| Result of actions and impact on patients and carers (including how publicised):  Improved access, patients have more choice of how and when to book appointments and order their repeat medication. They can access self-care advice via the website and access current changes within the practice and local area.  The above is advertised via the PPG notice board in waiting rooms, patient information screen in waiting room, posters around both sites, face to face discussions, telephone feedback and B-side of prescriptions and practice leaflet. |

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| Priority area 2 |
| Description of priority area: Drop-in clinic |
| What actions were taken to address the priority?  Introduced a drop-in clinic run by x 2 clinicians on each Monday morning to cover acute conditions or the need for urgent repeat medication or sick notes. (these clinics are run on a Tuesday following a Bank Holiday) |
| Result of actions and impact on patients and carers (including how publicised):  Improved access for patients. With the demand for acute appointments covered on a Monday morning the pressure reduced on the rest of the week which made access on the following days easier. Patients were more relaxed knowing they could access appointments on a Monday rather than calling each day for appointments.  The drop-in clinic has been advertised via our webpage, information screen, posters in the waiting room and PPG minutes (which also were published on our website and notice board), practice leaflet, face to face discussions and via telephone when patients contact the surgery. |

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| Priority area 3 |
| Description of priority area: Update Practice Leaflet |
| What actions were taken to address the priority?  Practice leaflet updated with new clinic details, details of how to access appointment on line for pre-booking appointments, how to register for ordering of repeat medication on-line.  The new practice leaflet is given to all new patients registering with the practice. It is readily available on reception desks at both sites. |
| Result of actions and impact on patients and carers (including how publicised):  Enables patients to have more informed choice – supplies latest details on clinics for all patients to have access if they do not have access to computers. |

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):

Our main progress is the promotion of on-line services via our new web-site. This includes patients been able to book pre bookable appointments with all Doctors, the ability to order repeat prescriptions and laterally the ability to have access to their complete electronic records.

The PPG continues to offer a great support to the practice and we are encouraged by the links we have made with the local nursing home.

We have a more interactive relationship noticed by both the clinical team and staff from the home. Steps have been made in the right direction of continuous improvement to patient care and the information that is available for them to access on-line.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 31st March 2015 |
| How has the practice engaged with the PPG:   * Monthly meetings held in practice.   How has the practice made efforts to engage with seldom heard groups in the practice population?   * Arranged to attend a Sunday Lunch at one of the local Care Homes to encourage links between the PPG and the residents and staff alike.   Has the practice received patient and carer feedback from a variety of sources?   * Yes, by Friends and Family feedback, messages left on the suggestions pad (held at both sites) to be discussed at monthly meetings with the PPG members. Patient direct feedback to staff members and message left on NHC Choices.   Was the PPG involved in the agreement of priority areas and the resulting action plan?   * Yes, patient survey results discussed with the PPG and it was decided what actions we would work on in 2014-15   How has the service offered to patients and carers improved as a result of the implementation of the action plan?   * Access has improved not only with appointments but the ability to order repeat medication on line, booking of appointments, access to electronic records which enables patients to view their entire records and use the data for completing insurance forms/job applications etc. With the increased use of on-line access this has then enabled patients who do not use the internet to access the practice by the freed up telephone lines.   Do you have any other comments about the PPG or practice in relation to this area of work?   * As a practice manager I have utmost respect for our PPG members who meet regularly and are always available for advice and assistance in promoting the practice in a positive light. They offer expert knowledge when we were trying to re-vamp our services including the website again offering their knowledge freely and at short notice.   - Members are attending with staff at the local Nursing home for a Sunday Lunch again to improve relationships and to include the residents in the discussions around how the practice can improve. |