Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Tri Links Medical Practice

Practice Code: M83693

Signed on behalf of practice: Date:

Signed on behalf of PPG: Date:

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) Email | |
| Number of members of PPG: 78 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 55% | 45% | | PRG | 40% | 60% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 25% | 11% | 15% | 15% | 15% | 10% | 5% | 3% | | PRG | 1% | 6% | 27% | 23% | 18% | 17% | 6% | 1% | |
| Detail the ethnic background of your practice population and PRG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed | | Practice | 88% | 1% | 0% | 7% | 1% | 1% | 1% | 1% | | PRG | 83% | 0% | 0% | 1% | 0% | 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 | 1% | 0% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | | PRG | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 8% | | |
| 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:  Forms are placed on new patient checks to ensure ages , gender and ethic backgrounds are given the opportunity to join the PPG group. | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:   * The Surgery was having a website built. Emails were sent out to PPG members of suggestions and input into our new website build but we had no feedback from anyone. We regularly update the website with news and information for patients and PPG members. * Surgery advertised CQC report - but we had no feedback from PPG members. * Surgery sends out quarterly newsletter but we have no feedback from this. * Some PPG members commented in surgery that our front desk was too open and patients were aware that patients sitting in waiting area maybe able to overhear conversations- We have now had a privacy screen installed and pull across windows to the front of reception area. * Patient commented that reception waiting area looked overloaded with posters and information just stuck to the walls - We have now fitted large notice boards to the wall and each board is titled a different subject and information relevant to that subject is put on that board. We have since had feedback that the waiting room seems much brighter with relevant information available. * The reception team now wear a set uniform and a name badge – Members have commented that it looks more professional and the name badges give a personal touch so regular patients get to know the receptionist’s names which gives a more personal approach. * Since friends and family test started in December we have been monitoring patient’s feedback. We have had very positive feedback regarding staff both clinical and admin. * We continue to do our annual patient survey questionnaires. This gives the greatest response of feedback from the largest range of our population. |
| How frequently were these reviewed with the PRG? Quarterly via newsletter. Members are invited to give feedback and suggestions either in person or via our Amington Surgery nhs email account. |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Prescribing – Prescription requests. We had enquires of when this service would be available. |
| What actions were taken to address the priority?   * In September we advertised we were going live with EPS prescribing allowing patients to nominate a pharmacy of their choice and have their prescriptions sent direct to the pharmacy. * We informed our PPG members and actively promoted this service. * In September the week preceding go live day our launch got cancelled by CSU, which was a fault on their behalf. * On the 6th November our launch got cancelled on the day as we had not been allocated a trainer. * We had now advertised our go live day twice to our patients without success. * On the 15th January we finally went live. |
| Result of actions and impact on patients and carers (including how publicised):   * Between September and January we were promoting a service to our patients that we could not fulfil through no fault of our own till January but during that time had to pacify the waiting patients. * This caused an inconvenience to those patients who were keen to start this service. * In January we finally went live, we have had mostly positive feedback, the negative comments are in relation to the initial time for go live and issues with pharmacies which we have communicated back to the relevant pharmacies to make the process smoother for our patients and PPG members. |

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| Priority area 2 |
| Description of priority area:  Patients had expressed at times they had difficulty getting through to the surgery by telephone as the lines were often engaged. |
| What actions were taken to address the priority?   * We have installed a new telephone system which has 4 extra lines enabling greater access for our patients causing less frustration of continually having to re – dial. Patients now get to choose via an option system which service they require ensuring direct access to the relevant person. |
| Result of actions and impact on patients and carers (including how publicised):   * The new phone system was publicised on posters within the surgery and on the newsletter and website. * Patients now have greater access to the surgery when telephoning, |

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| Priority area 3 |
| Description of priority area:    Patient Information - The feedback was that in the waiting area there was too much information that wasn’t always necessary, it was felt we only needed to display important and relevant information. |
| What actions were taken to address the priority?   * We have updated our waiting room with new notice boards. * We are actively enquiring about installing a television screen to promote surgery services such as flu season, chronic illness management and NHS health checks. This would be a good way to engage with our patients whilst they wait to see a clinician. |
| Result of actions and impact on patients and carers (including how publicised):   * This has been a positive impact on patients we have had feedback of how much clearer the information is enabling patients better access. |

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):

* PPG members requested that a post box for prescriptions would be beneficial - this was put into place and proved a success giving patients easier access for patients to deliver their repeat prescriptions.
* We continue to offer the extended hours to benefit our patients that find it difficult to attend in working hours. The feedback for this always positive and the appointments are always booked.
* Previous feedback was that patients found it difficult to book an appointment if they needed to be seen on the same day. We now protect some morning and afternoon appointments to allow for this demand.

1. PPG Sign Off

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| Report signed off by PPG: No. It will be made available for our members to review.  Date of sign off: |
| How has the practice engaged with the PPG:   * By Email * By Telephone   How has the practice made efforts to engage with seldom heard groups in the practice population?   * We advertise our group but as a practice we find it difficult to engage with certain age groups, as we are a virtual group we find less engagement from the older generation.   Has the practice received patient and carer feedback from a variety of sources?   * Yes, via comments in our suggestion box in reception * Friends and Family test feedback * Verbal suggestions to reception   Was the PPG involved in the agreement of priority areas and the resulting action plan?   * Yes with design of our new website   How has the service offered to patients and carers improved as a result of the implementation of the action plan?   * Greater access to information * Better access to the surgery via the telephone and booking on the day appointments.   Do you have any other comments about the PPG or practice in relation to this area of work?  We continue to make our members aware that we are happy to listen to any suggestions they may have to improve services and they can represent our surgery at one of the district patient group. |