Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr Sissons & Partners Leek Health Centre

Practice Code: M83012

Signed on behalf of practice: Tracy Norton Date: 13.03.15

Signed on behalf of PPG: Ian Robbins Date: 13.03.15

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, Post, Bi monthly practice meetings, attendance at PPG locality meetings bi monthly. | |
| Number of members of PPG: 14 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 4074 | 4124 | | PPG | 8 | 6 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1455 | 644 | 940 | 1002 | 1207 | 1087 | 996 | 867 | | PRG | 0 | 0 | 0 | All aged 35+ | | | | | |
| 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 |  |  |  |  |  |  |  |  | | PRG | 13 |  |  | 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice |  |  |  |  |  |  |  |  |  |  | | PRG |  |  |  |  |  |  |  |  |  |  | | |
| 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 recognise that virtual membership is the main area to pursue, and plan to advertise on Twitter and Facebook in the future. All of our information contains details on attending meetings and/or being a virtual member.  There is a regular article in the Leek Post & Times newspaper, which also gives details of meeting dates etc., and an article in every practice newsletter inviting patients to join , our practice booklet, waiting room TV screen and website also offer the invitation. The PPG has a noticeboard within the reception area with joining information. We also contacted all of our patients who have a mobile telephone number and invited them to join the 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? YES  Higher than average elderly population  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  Our PPG members are all aged 35+ .  There have been discussions at meetings the practice has with local care homes regarding the PPG and how they can become involved. To date, the care home managers represent their patient needs, which are fed back to the PPG via the practice manager. | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Patient Questionnaire results from 2013/2014  PPG meetings (bi monthly)  Patient complaint/praise letters  Friends and Family test (in development) |
| How frequently were these reviewed with the PRG?  Questionnaire results circulated to PPG Jan 2014 and discussed in meeting in Jan ‘14 and again in April ’14.  The other sources of feedback are discussed at the PPG meeting bi monthly |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Availability of appointments |
| What actions were taken to address the priority?  Pharmacy First scheme  Regular ‘walk in’ clinics  Saturday morning clinics for emergency appointments  Vulnerable patient caseload identified and practice matron employed |
| Result of actions and impact on patients and carers (including how publicised):  Schemes advertised in practice newsletters and posters in the waiting room  Reception staff make patients aware during telephone conversations  Pharmacy first repeated use by patients once aware of scheme – also advertised in pharmacies.  Patient questionnaire results publicised on website  Also there has generally been a decrease in footfall at the practice since the introduction of EPS |

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| Priority area 2 |
| Description of priority area:  Waiting times on the telephone |
| What actions were taken to address the priority?  Patients able to cancel appointments using the online service  Separate option put onto the telephone lines for cancelling appointments – trialled for 1 month and now permanent  Extra receptionist answering the telephone at peak times |
| Result of actions and impact on patients and carers (including how publicised):  Patients are using the telephone cancellation line - publicised in patient newsletter  Telephone answering times publicised in patient newsletter and website  Online services advertised in newsletter and website and waiting room TV screen  Discussed at PPG meetings for feedback and general agreement that waiting times have improved – minuted and circulated |

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| Priority area 3 |
| Description of priority area:  Phlebotomy Services – funding to general practices in the Leek area withdrawn 2 years ago |
| What actions were taken to address the priority?    Patient letters have been updated to include other local phlebotomy services available  Pilot of afternoon blood appointments in surgery  Patients invited to contact PALS if unhappy with the service provided by the surgery  PPG Chair has contacted the CCG questioning the funding issue |
| Result of actions and impact on patients and carers (including how publicised):  Practice website updated  Practice newsletter updated  Awaiting conclusive response from CCG regarding funding issues. CCG pursuing NHS England for the funding ‘lost’ during reconfiguration process. |

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| Priority area 4 |
| Description of priority area:  Privacy when standing at the front reception desk |
| What actions were taken to address the priority?    Discussed in several PPG meetings.  Discussed in doctors meeting / with business partner  Sign in reception offering a private room to discuss personal issues |
| Result of actions and impact on patients and carers (including how publicised):  PPG chair met with senior partner and discussed possible future redesign to the reception area and how this may be funded.  PPG aware of changing nature of patient demand , for example in the future a virtual check in system may be more suitable. To be discussed in future PPG meetings |

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):

Issues raised previously

Increasing the profile of the practice and the PPG – 2013

The profile has been increased by including the practice website on the letterhead. Aug 2013

Electronic prescribing and online prescription ordering has been better publicised in the practice newsletter, the waiting room TV screen and the website. This has led to an increase of patients using EPS and online services

Appointment availability-2013

Walk in clinics piloted Aug 2013

Additional ‘follow up’ slots introduced July 2013

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1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 13.03.2015 |
| How has the practice engaged with the PPG: Group meetings, email, telephone, one to one meetings with PPG chair and practice manager / senior GP .  How has the practice made efforts to engage with seldom heard groups in the practice population?  Need to continue to discuss how to engage with seldom heard groups in the practice population -  Has the practice received patient and carer feedback from a variety of sources?  Patient and carer feedback received in person, on the telephone, via email and the website and also from written correspondence.  Was the PPG involved in the agreement of priority areas and the resulting action plan?  The PPG were consulted in Jan and April 2014 with the results of the patient questionnaire and agreed priority areas and an action plan.  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  The service offered to patients and carers has improved, as it now includes more access to appointments and a greater variety of methods of contact, and ways to cancel appointments. Online services also continue to improve.  Do you have any other comments about the PPG or practice in relation to this area of work?  Please note – we have had a new software system installed February 2015 – this should provide improved website functionality, including Friends and Family option and allowing patients to provide the practice with feedback online  We have a database of approx. 500 patients with a current email address with the potential to be invited to participate in virtual membership of the PPG , and to become part of our Patient Reference Group . |