

Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr Rao & Partners, Belgrave Medical Centre

Practice Code: M83068

Signed on behalf of practice:  Jenny Woodfint Date: 23/3/15

Signed on behalf of PPG:  Henry Tunnicliffe Date: 27-3-15

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 Facebook																																					
Number of members of PPG: 40																																					
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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	10385 (91.2%)	2 (0.02%)	0	227 (2%)	11 (0.1%)	14 (0.1%)	22 (0.2%)	17 (0.15%)
PRG	39 (97.5%)	0	0	0	0	0	0	0

	Asian/Asian British				Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	African	Caribbean	Other Black	Arab	Any other
Practice	34 (0.3%)	433 (3.8%)	47 (0.4%)	13 (0.1%)	17 (0.15%)	6 (0.05%)	9 (0.08%)		92 (0.91)
PRG	0	1 (2.5%)							

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:

This year we have made significant improvements in representation by age based on our increased use of Facebook where we have a number of active members of our Patient participation group. Currently our Patient Participation Group (both face to face and Facebook) is not completely representative in terms of ethnic minorities. The practice are currently trying to address this by targeting patients from ethnic minority groups who attend the surgery or who have liked our Facebook site and asking them to become members of the Patient Participation Group, the practice will continue to target these groups to try and ensure the group is completely representative

A variety of medical conditions requiring different levels of intervention are represented in the Patient Participation Group.

It was important to the practice that representation was not purely reflected in age, sex, ethnicity, it was identified that the practice only had patients registered as members of the group that visited the surgery, therefore appropriate housebound patients were contacted and but the practice still has no representation from this group at this stage. The practice has a very small number of patients in nursing/residential homes and on review of these patients it was felt that it would not be appropriate to invite any of these patients to be members of the patient participation groups.

Meetings have been publicised in the waiting room using posters and the general information poster about the face to face and online patient participation groups also remain in reception on a permanent basis as we welcome any new interested patients to become part of the group. Periodically small information leaflets are attached to prescriptions to target patients in an ad hoc way

The Reception team will continue to actively target patients under 50, those from ethnic minorities and housebound to become members of the group.

The Surgery has a website (<http://www.belgravemedicalcentredresden.co.uk/>) with details about the Patient Participation Group, its background and how to join the group. The website is promoted through a poster in the reception area. The surgery plans to promote the website to more patients by having a small information leaflet randomly attached to the repeat prescriptions given out throughout 2014/15

At each new patient Check with the Nurse, they are informed of the Group and asked if they would like to join.

*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:

2. Review of patient feedback

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

The following data was reviewed by the PPG:

- Practice questionnaire report
- National patient survey results
- Practice GPHLI report
- Friends and family test data

How frequently were these reviewed with the PRG?

- Each was reviewed once throughout the year during

3. Action plan priority areas and implementation

Priority area 1	
Description of priority area: Telephone answering – From the practice questionnaire report, whilst the practice achieved over 90% satisfaction with other areas satisfaction with ability to get through on the telephone was only 70.3%, therefore the PPG agreed that this should be an area for action	
What actions were taken to address the priority? Recruitment of additional staff to support the existing staff Re-deployment of admin staff to reception during busy periods Installation of call record software to allow monitoring of incoming calls	
Result of actions and impact on patients and carers (including how publicised): Patients now wait less time on the telephone, patient satisfaction will be measured again in the annual patient survey to take place in September 2015	

Priority area 2

Description of priority area:
 Saturday opening – the below results from the national patient survey show that 100% of respondents would like us to open on a Saturday which was higher than the CCG and England average. It should be noted however that the practice had high levels of satisfaction with our current opening hours and a higher proportion of patients felt that the surgery was open at convenient times with rates being higher than both the CCG and England averages

	Satisfaction with opening hours						Is GP surgery currently open at times that are convenient			Additional opening times that would make it easier to see or speak to someone					
	% Very satisfied	% Fairly satisfied	% Neither satisfied nor dissatisfied	% Fairly dissatisfied	% Very dissatisfied	When GP surgery is open	% Yes	% No	% Don't know	% Before 8am	% At lunchtime	% After 6.30pm	% On a Saturday	% On a Sunday	% None of these
Results for England as a whole	36%	41%	10%	7%	3%	4%	75%	19%	7%	34%	12%	71%	74%	37%	3%
BELGRAVE MEDICAL CENTRE	63%	28%	5%	0%	0%	4%	90%	5%	5%	43%	0%	85%	100%	13%	0%
NHS STOKE ON TRENT CCG	45%	37%	8%	4%	2%	4%	78%	14%	8%	32%	11%	67%	64%	30%	5%

What actions were taken to address the priority?
 Commence Saturday opening from 1/9/14 – 31/3/15 as a 6 month trial, the surgery has historically been open 9-11 for routine enquiries and so there will be an extension in the amount of time open and also a GP will be available for urgent medical problems between 9am and 12pm

Result of actions and impact on patients and carers (including how publicised):
 The practice has opened on a Saturday for a 6 month period, the practice produced a leaflet for patients informing them of the new service stating that it would be for a 6 month period. In addition posters were placed in the waiting areas and the clinics were advertised on the practice facebook site. After initial slow uptake, the clinics are now fully utilised with a combination of pre-bookable and walk in patients

Priority area 3

Description of priority area:
Same day appointments – the national patient survey showed the following results regarding patients wait time to speak to / see the GP or nurse, this showed that the practice was lower than the CCG and England average in access to same day appointments

	How long until actually saw or spoke to GP / nurse				
	% On the same day	% On the next working day	% A few days later	% A week or more later	% Can't remember
Results for England as a whole	37%	12%	32%	16%	3%
BELGRAVE MEDICAL CENTRE	28%	39%	31%	1%	1%
NHS STOKE ON TRENT CCG	34%	16%	33%	14%	3%

What actions were taken to address the priority?

Review of appointments system to allocate more on the day appointments and urgent appointments
Utilisation of the nurse practitioner to run a minor ailments clinic each day

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

The practice have undertaken a review of the appointments system following a capacity and demand study and have now increased the amount of on the day appointments available based on a study of demand with Monday being the most popular day for patients requesting on the day appointments. In addition the nurse minor ailments clinic has recently started and so the impact of both of these will be assessed in the annual patient survey to take place in September 2015

Priority area 4

Description of priority area:
Physical health checks for patients on the mental health register. The Practice GPHLI report showed the practice performing well against all indicators with the exception of physical health checks for patients with severe mental health problems (data taken from QOF data)

What actions were taken to address the priority?
Incorporate patients with severe mental illness into the practice annual recall system to ensure they are invited into the surgery for a health check each year

Result of actions and impact on patients and carers (including how publicised):
The practice has increased the number of patients with severe mental health problems having had a physical health check, in the current year the practice has achieved 94% of patients with severe mental health problems having received a physical health check a significant improvement on previous years and exceeding the target set out for QOF of 90%

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):

Action	Person(s) Responsible	Date to be completed	Progress to date
To share the findings of the PPG report with all clinicians	Jenny Woodfint	28/2/14	This was completed in a clinical meeting during February 14
To identify busy telephone periods on reception and ensure that there are 3 receptionists to cover on the telephones at these times	Claire Tunncliff	31/3/14	Busy times are identified as Monday and Friday mornings, 3 members of staff have been allocated to telephone duties at these times. In addition the surgery has invested in call recording software
To discuss with GPs the availability of appointments on each day	Jenny Woodfint	28/2/14	A plan for the week is developed between the reception manager and senior partner at the beginning of each week, in addition all partners discuss appointment availability on a daily basis and clinics are adjusted where necessary
To make GPs aware of the data relating to patient satisfaction for with the time period waiting to go into an appointment once they had arrived at the surgery	Jenny Woodfint	28/2/14	This was completed in a clinical meeting during February 14. All clinicians try to stick to time however it was felt that on occasions appointments run late when a particular patient requires more intervention. If a GP is running late the surgery will actively promote through the patient information screen that the GP is running late and approximate waiting times. Any patients booking in will be informed of the delay and offered the opportunity to re book if necessary
To re-train all the reception team on the repeat prescribing protocol to ensure consistency in messages given to patients	Claire Tunncliff	31/3/14	The reception team were all re-trained during March and a copy of the repeat prescribing protocol has been placed in reception and is also available to all staff via the practice shared drive on the computer system
Reception team to promote online prescription ordering and telephone booking to patients	All reception team under supervision of Claire Tunncliff	31/3/14	This has been discussed in staff meetings and in addition all have been set targets as part of the appraisal process in July 14
To advertise the confidentiality booth more widely	Lindsay Capper	28/2/14	A large poster has been placed on the door and reception have been informed to promote this for any patients deemed appropriate

To obtain quotes for a replacement touch screen in reception / existing touch screen to be fixed	Jenny Woodfint	31/3/14	Quotes have been obtained and installation took place in August 2014
To provide instructions in reception above the check in screen on correct usage	Lindsay Capper	28/2/14	Instructions have been put above the screen in reception
Train reception team in how to add messages to the envisage system so that when a surgery is running late this can be advertised to patients	Lesley Hinton	31/3/14	Lesley Hinton, Claire Tunnicliff and Jenny Woodfint are now able to add messages to inform patients that surgeries are running late to the envisage system

4. PPG Sign Off

<p>Report signed off by PPG: YES</p> <p>Date of sign off: 25/3/15</p>	<p>How has the practice engaged with the PPG? The PPG meet every 8 weeks and a member of the practice attends each meeting. The agenda is set by members of the PPG with input from the practice if there are things which need discussion and agreement to be reached. The PPG facebook group are informed of all the outcomes from the meetings and their comments and opinions are sought before final agreement can be reached, 3 of the practice staff are also active on the PPG facebook site so that the comments can be monitored and responded to if required.</p> <p>How has the practice made efforts to engage with seldom heard groups in the practice population? The practice have found difficulties in engaging with young parents and those from ethnic minorities in the past, in order to try and address this the practice decided to trial a facebook site so that PPG members no longer needed to attend a face to face meeting and could access the information at a time convenient to them and also provide feedback at a time convenient to themselves. This has proved to be successful, the practice will continue to use various methods to obtain the views of all patients</p> <p>Has the practice received patient and carer feedback from a variety of sources? The practice has a patient comment box which remains in the reception area on a permanent basis, in addition the practice participates in the Friends and family test allowing patients to comment on the practice and suggest improvements. The practice runs an annual patient survey as agreed by the PPG and finally patients are able to access the practice facebook site and provide feedback</p> <p>Was the PPG involved in the agreement of priority areas and the resulting action plan? The priority areas were set during meetings with the PPG after discussion of the data identified in section 2 and following consultation with the PPG facebook members (Review of patient feedback)</p> <p>How has the service offered to patients and carers improved as a result of the implementation of the action plan? The PPG have identified 4 main areas to improve patient satisfaction in areas where there were lower levels of satisfaction either based on local or national surveys or data, all these areas have been reviewed by the practice and actions have been agreed and delivered to improve the service provided. Overall from both the local and national patient surveys patients have high levels of satisfaction with the surgery however the practice feel it important to listen to all patients and make improvements where possible to ensure all patients are happy with the service provided</p> <p>The PPG work had to improve the practice for all patients, the PPG and practice staff are always happy to accept new members into either the face to face or facebook groups</p>
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