Annex D: Standard Reporting Template

Lancashire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Mount View Practice

Practice Code: P81089

Completed by: Helen Dingle Date: 17th March 2015

Signed on behalf of PPG: Helen Dingle Date: 24th March 2015

Please confirm that the report has been published on the practice website by 31st March 2015 YES

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 & virtual | |
| Number of members of PPG: 17 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 6023 | 6087 | | PRG | 70 | 30 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 2286 | 1164 | 1600 | 1405 | 1676 | 1550 | 1300 | 1129 | | PRG | 0 | 1 | 1 | 2 | 4 | 3 | 4 | 2 | |
| Detail the ethnic background of your practice population and PRG: The Mount view Practice is a Town Practice with a high incidence of deprivation and unemployment with the vast majority of White British patients. The practice has the highest record for deprivation in the Fylde and Wyre CCG. The population includes a small number of transient ethnics as they attend short courses at the local navigation School. Unfortunately, following invitation at registration we have been unsuccessful in recruiting to the PPG. | |
| 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 Practice has actively promoted recruitment onto the PPG including:   * Poster displays in the Waiting Room * Practice Website * Practice Leaflet * New Patient Registration Right side of Prescription * Staff asking patients in the Waiting Room | |
| 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:   * Patient Satisfaction Survey * Friends & Family Test * Patient Feedback forms * Practice Website * Suggestions & Comments box |
| How frequently were these reviewed with the PRG?  Friends & Family Test – due to be discussed at next PPG meeting  Patient Satisfaction Survey (Triage/Appt questionnaire – PPG meeting July 2014  Suggestions & Comments Box – GP Monthly meetings |

1. Action plan priority areas and implementation

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| Priority area 1 | |
| Description of priority area: Improve Telephone answering Service | |
| What actions were taken to address the priority?   * Audit of peak times of calls each day * Review of Reception staffing rotas * Review of number of on-line booking of appointments * Review of number of available on-line appointments * Introduction of Mjog text messaging service | |
| Result of actions and impact on patients and carers (including how publicised):   * Increase number of staff at busiest times * Increase number of on-line booking of appointments * Implementation of EPS2 * Increased sign up of Patient Access to include on-line ordering of prescriptions   Ad Waiting Room display was arranged to promote online access of both booking of appointments and prescription requests. | |
| Priority area 2 |
| Description of priority area: Review of Same Day (SD) Access to GP appointments |
| What actions were taken to address the priority?   * Audit of current capacity and demand * Pilot of GP Triage System followed by a Patient Satisfaction survey * Recruitment of a Full Time Nurse Practitioner * Increased availability of SD appointments |
| Result of actions and impact on patients and carers (including how publicised):   * Improved access to SD appointments * All SD appointment requests are triaged by a GP * All visit requests are triaged by a GP * All requests triaged to the most appropriate HCP |

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| Priority area 3 |
| Description of priority area: Patient on-line Access |
| What actions were taken to address the priority?   * Vigorous promoting of on-line access * Increased awareness of all on- line services including booking appointments, ordering of prescriptions and viewing medical records * Meeting with local Chemists to assist in the promotion of on line access to ordering repeat prescriptions |
| Result of actions and impact on patients and carers (including how publicised):   * Increased use of website from <3,000 to currently >32,000 hits * Sign up of 53% of patient now using Electronic prescribing |

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):

Housebound/Nursing Homes:

Last year The Mount View Practice’s priority was to look at increasing awareness of the housebound and nursing homes of the Practice website and use of online services.

Following the review of the survey communication with Nursing/Rest Homes have improved and it is the intention of the Practice to repeat this survey in 2015-16

The Practice Research nurse visited/contact all patients in this category explaining the services available and how to access them.

Since the last survey there has been a significant increase in the use of on-line ordering of prescriptions with the majority of Nursing Homes now using this service for all repeat medication.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 24th March 2015 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?  Has the practice received patient and carer feedback from a variety of sources?  Was the PPG involved in the agreement of priority areas and the resulting action plan?  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Do you have any other comments about the PPG or practice in relation to this area of work? |

Please submit your report to: [england.lancsat-medical@nhs.net](mailto:england.lancsat-medical@nhs.net) by 31st March 2015