

Annex D: Standard Reporting Template

Kent and Medway Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Churchill Clinic

Practice Code: G82697

Signed on behalf of practice:

Date:

Signed on behalf of PPG:

Date:

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 email

Number of members of PPG: 12

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.7%	50.3%
PRG	33	67

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	22.3	14.2	14	13.7	14.2	10.2	6.8	4.6
PRG				17	8	17	7	34

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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	85			6				
PRG	92							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	3	2	1			3				
PRG						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:

The practice is predominantly of white ethnicity but we are starting to see a change in that with more white eastern European patients registering. We have a large population of children with a fairly even spread of patients in the other age groups. The practice population has a lot of family generations with children, parents, grandparents and great grandparents registered with the practice.

We are constantly encouraging patients to join the PPG and whilst a challenge at times we now have a reasonable size group. Steps taken to recruit include :

1. Advertising in practice, posters, Amscreen, leaflets.
2. Doctors and receptionists have tried to recruit patients.
3. PPG has engaged with patients during flu, nurse clinics.
4. Any feedback e.g. letter of praise or complaint are invited to join the group.
5. PPG information handed out with Prescriptions.
6. New patients who register are advised of the group and invited to join.

We have successfully recruited 2 mums with various aged children who are engaging with parents at the local school to help provide feedback on what the practice needs to do to support our young population.

We have older patients who represent that patient demographic but as per above they also provide feedback from their families who are also patients.

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:

- Compliments
- We had no complaints but they would have been included them
- Patient surveys
- Friends and Family test
- CQC visit
- Suggestions box

How frequently were these reviewed with the PRG?

We try to meet quarterly but this has fluctuated slightly with the proposed merger, our CQC visit and the introduction of the Friends and family test.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: To improve access to the GPs

What actions were taken to address the priority? We completed a demand vs capacity exercise, then reviewed the type of appointment requests we received. We obtained patient feedback on what they wanted and needed and what type of consultation was important to them e.g. face to face or telephone. We liaised with the PPG and introduced a triage system where all on the day request appointments would be sent to the doctor to call patient and determine if an appointment was needed or if it could be

dealt with over the telephone, by the chemist or another health professional.

Result of actions and impact on patients and carers (including how publicised): We have increased pre-bookable appointments, All patients that request an appointment will be contacted by the doctor on the day of request. If the patient needs an appointment on the day they will get one. The patients are being educated to use appropriate services e.g pharmacy. We have seen a reduction in DNA appointments and only 40% of triaged patients actually need to see the doctor – ensuring the patients that need to be seen are. Details of the change were with the PPG and to patients. All patients who contacted the surgery were advised of the change and the explanation why. There has been very positive feedback regarding the change.

Priority area 2

Description of priority area: Proposed merger with Walderslade.

What actions were taken to address the priority? This is a work in progress and the change will be slow and with full engagement of our patients. We have engaged with the PPG and discussed concerns and areas of development improvement. The main priority from this meeting was to maintain our level of patient access and to integrate the services to provide the best patient care. We are currently waiting for NHS England's authority to proceed at which point we will inform patients via Practice posters, newsletter, conversations with patients, ensure our PPG engages with our patient population. We will undertake further practice surveys and utilise the friends and family feedback to ensure the merger progresses smoothly.

Result of actions and impact on patients and carers (including how publicised): At present no formal agreement has been made. The PPG feels it is a positive move and understands the need to take this action. From a patient perspective there has been no change to our patient experience. Walderslade Medical Centre have started to utilise all of the services we offer and we are sharing skills to provide the best patient care. From April we hope to offer more services from Walderslade Medical Centre which will offer our patients the chance to access services at a different location and on different days.

Priority area 3

Description of priority area: To increase the patient knowledge of services available in practice e.g . Extended hours, phlebotomy, pre-bookable appointments.

What actions were taken to address the priority? It was clear from the feedback we received from the friends and family test that whilst everyone was happy with the service they receive our patients do not all know that we offer late night clinics, pre-bookable appointments and phlebotomy service in practice. As a result we have checked the information is available on NHS Choices website, our website. Information is available on the Amscreen in the waiting area. We have posters up and when a patient books an appointment reception staff are updating patients on the services available to them.

Result of actions and impact on patients and carers (including how publicised): As a result of the above visibility of services have increased in practice and patients are more aware of what's available to them. When reviewing patient feedback and the use of the services we can see that more patients are using all of our services.

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):

We have struggled to gain interest from our patients previously to participate and so the group struggled to impact/influence change. That has changed this year with more group members and more engagement from other patient demographics.

The priority has always been access and the practice and PPG have worked hard to look at how we can improve the service we provide and ensure the patients who need to see a doctor on the day can be seen and that for less urgent problems the patient can book an appointment in the near future. This has been achieved this year with the work undertaken,

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 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? Yes. Our PPG demographic has changed this year especially with the mums coming on board to represent family demographics more. Going forward we would like to engage more with our growing Eastern European population and hope to have a representative in our group shortly.

Has the practice received patient and carer feedback from a variety of sources? Yes, surveys, friends and family feedback, CQC feedback from patients, ad hoc feedback from patients and increased activity on NHS Choices website.

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Patients have more access to the GPs, they understand the services available to them. With the proposed merger patient will have more access to health professionals and at a time and location suitable for them.

Do you have any other comments about the PPG or practice in relation to this area of work? No

