

Annex D: Standard Reporting Template

Lancashire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Cornerstone Practice**

Practice Code: **P81734**

Completed by: J. Watson

Date: 5.3.15

Signed on behalf of PPG: Yes.

Date:6.3.15

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)

Does the Practice have a PPG? YES / NO
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face
Number of members of PPG: 37

Practice Age ranges 16+

Age range	M	F
10-19	498	496
20-29	1232	1358
30-39	1207	1216
40-49	1224	1246
50-59	992	941
60-69	663	670
70-79	327	380
80-89	110	220
90-99	28	42
100+	0	1

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:

All patients are invited to be members of the PPG at the point of registration.
Patient Champion proactively encouraging and inviting patients to the PPG in the waiting room.
Posters in the waiting room advertising the PPG meetings.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?

No, but meetings are held at different times in different locations to accommodate different patient groups.

2. Review of patient feedback

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

Patient Survey – Friends and Family Test
Complaints
Suggestions (if any) from the Suggestion box in the waiting room.
Discussions during the PPG meetings between members

How frequently were these reviewed with the PRG? 4 meetings

3. Action plan priority areas and implementation

Priority area 1
<p><u>Description of priority area:</u> Patient Champions -</p> <p>Developing Patient Champions to work at each of the 3 sites to:</p> <ul style="list-style-type: none">• Recruit new members from the waiting room• Issuing FFT survey including during the flu campaign when it is anticipated that there will be greater footfall
<p>What actions were taken to address the priority?</p> <p>Discussed with PPG members on 03/09/2014. Patient champions identified and confidentiality policy agreed and signed Dates planned for FFT distribution.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Ongoing progress Opportunity to recruit new PPG members from a wider range of patient groups; result – at least 6 new PPG members were recruited, who represented a younger age range. Opportunity to increase the level of response from the FFT surveys, which therefore improves the reliability of feedback. Statistics to be posted on the NHS Choices website.</p>

Priority area 2

Description of priority area:

Provide opportunities for patients to improve their health.

What actions were taken to address the priority?

Health Information sessions provided to the PPG and we invited specific patient groups with the corresponding health problem to attend including diabetics, dementia patients/carers and smokers.
Presentations of the changes in the NHS in relation to general practice have been provided during the PPG meetings.
Regular awareness given to the group of any new services that the practice provides
PPG Chair attends CCG meetings and provides feedback to the group

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

Patients and carers had the opportunity to meet with other patients to learn more about various health condition and also opportunity to network.

A Patient living with dementia had a home assessment from the Alzheimers' society as a direct result of her carers attending the health information session.

Opportunity for patients to join the Diabetic Xpert patient programme. One patient was particularly keen to understand her own health.

Priority area 3

Description of priority area:

Feedback from complaints:- including Access, GPs running late, telephone queuing system and patients failing to attend appointments.

What actions were taken to address the priority?

Having undertaken audits, it was identified at one site, that patients were repeatedly returning for appointments within the same week, sometimes unnecessarily. It was decided that review slips be implemented, whereby doctors would indicate the most appropriate clinician for the patient to see for follow-up.

More Same Day Consultations appointments to be introduced on Thursdays at one site.

GPs running late: GP sessions were adjusted to include more catch up, double appointments for patients where English isn't their first language

Telephone queuing system – still under trial at Shadsworth, but working well so far including reduction of complaints.

Patients failing to attend - The protocol has been updated and staff will be more vigilant in future to address this situation. Some patients have already been identified.

A patient booking-in system has been installed at one site.

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

Access – re - audits: Review slips – reduced unnecessary frequency of GP appointments. Right healthcare worker, right time. Patients' comments on the review slips were that they were very helpful; they were clear about what the follow-up was for and who it was with.

Same Day Consultations – More appointments made available for clinicians

GPs running late – reduced waiting time – longer appointments according to patients need

Phone queuing – Although still in trial period, noticeable reduction in complaints.

Patients failing to attend – Protocol not been running long enough to see the effect.

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):

Areas excluding the areas in the 3 priority areas above:

Surgery pods have been purchased and are in use in the waiting rooms, available to all patients, can save time in consultations when patient results have already been recorded.

Health promotions have been provided over the years – patients and their carers have become more knowledgeable on how to handle their health conditions and the condition of the person they care for.

Access

A revised practice leaflet was implemented to provide more information about the practice's services together with the promotion of other local services.

Online access to enable patients to book and cancel appointments online and order repeat medication – working well; the numbers of patients using this system increases steadily over time.

Reduction of locum cover and increase in salaried GP cover to aid continuity of care.

4. PPG Sign Off

Report signed off by PPG: YES - See hard copy on file in the surgery.

Date of sign off: 6.3.15

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

Patient Champion - promotion

Has the practice received patient and carer feedback from a variety of sources?

Yes, complaints, suggestions, FFT survey

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?

Yes, evidenced by reduction in complaints; improved access to appointments; improved patient education about certain health issues.

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 by 31st March 2015