

# Annex D: Standard Reporting Template

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

Practice Name: Cornerstone Practice

Practice Code: Y02657

Completed by:

Date: 10.03.2015

Signed on behalf of PPG:

Date:

Please confirm that the report has been published on the practice website by 31<sup>st</sup> March 2015  
(provide further information)

**YES/NO** (If no, please

## 1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES / <u>NO</u>
Method of engagement with PPG: Face to face, Email, Letter.
Number of members of PPG: 9



**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:**

Patients are invited to become members of the PPG at the point of registration. Regular initiatives either through community events or new leaflets/notice boards or staff promotion are on-going in the Health centre.

At the start of this year the PPG was somewhat depleted due to ill-health and a further 2 members stepping down, the above initiatives has resulted in the recruitment of 7 new members. The newly reformed group now has 9 members.

**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/NO**

We have a very mixed patient population.

**If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:**

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2. Review of patient feedback

<p>Outline the sources of feedback that were reviewed during the year:</p> <p>Patient Surveys</p> <ul style="list-style-type: none"><li>-Patient questionnaires &amp; the new Friends and Family initiative.</li><li>- Patient comments/suggestions/networking at Community Events</li></ul>
<p>How frequently were these reviewed with the PPG? 3 meetings</p>

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

##### **Access** – (To appointments)

Feedback from Questionnaires, Friends and Family, patients comments, complaints.  
Audits run & reviewed with recording slips from both receptionists and clinicians.

##### **Access-** (to Car-Park) – on-going monitoring

##### What actions were taken to address the priority?

Regular reviewing of patient choice, audits and improvement plans.

The most recent audit taken showed A) a high demand for book on the day appointments on a Monday morning  
B) The use of Saturday appointments was not being used as priority to working families.

To improve the availability of “book on the day” appointments on a Monday morning the trainee (ST2) appointments were embargoed until 8am on the day.(offering a further 6 appointments). However during the period of Aug 14 – Jan15 this has not been possible due to the changeover of trainee and their rota excluding Monday working. From February 2015 the new trainee (ST2) works Mondays so we have been able to once again embargo his Monday morning appointments.

6 x appointment slot types have been amended on Saturday morning sessions to highlight “ideally” for working people. This is an on-going reminder to the Reception team and a patient education opportunity to highlight extended hours/Saturday working for working families.

Car Park – Access to the Health centre

Regular updates have been given to Property Services re the practices concerns and patient feedback.

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

Access – improved availability for demand. Improved patient education re right patient type, right availability for them. Ongoing – reviews aiming for the target of greater patient choice.

Car Park improvement plan – pending

## Priority area 2

Description of priority area:

Raising the Profile of Bentham Road

What actions were taken to address the priority?

New design and content of Patient Leaflet – newsletters, regular leaflet drops throughout the catchment area, Easter/Christmas outreach inviting local primary schools/care homes. 5year event as suggested by PPG members along with lots of ideas for future engagements such as the Blackburn Festival at Witton park.

A patient champion from our sister site has promoted our friends and family / PPG membership.

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

A steady increase of new patient registrations although still an area needing growth to meet contract demands. Greater awareness regarding the services we offer, promotion of our ethos to promote excellent Health care within our community.

The 5year event was held on 1<sup>st</sup> September 2014 attended by PPG members, patients, friends and members of the local community. The Mayor of Blackburn attended sadly the press release given to the local paper wasn't published or aired by local radio.

A lifting of our profile has brought patients family and friends to our outreach/events enabling us to network and introduce our services and community services that run from the Health Centre.

The patient champion spent some time with our new craft group offering some painting material should we need it in the future.

A Justlife campaign has been undertaken to support us with increasing patient numbers. Proposals to be shared with the PPG

members at the next meeting.

### Priority area 3

Description of priority area:

Health and Wellbeing

#### **What actions were taken to address the priority?**

In support of our patients Health and Wellbeing, and that of the wider community, we offer additional services that are available from the Health Centre. The activities are highlighted via our patient leaflet, newsletters and posters shown in the waiting area. After discussion with the PPG it was agreed that a small information leaflet should be produced re-“What’s on at Bentham Road” to promote these additional services- this has worked well. A new craft workshop has been introduced once a week.

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

The services available at Bentham Road are regularly being promoted; there are an increasing number of people asking for information/ up taking resources available to them. All services are well attended and the numbers joining Health workshops is growing. As a result of the new craft workshop, patients lacking motivation to engage in healthy behaviour, are being encouraged to attend.

A highlight of the year saw 32 members of the public attend a Diabetic Information workshop run by Blackburn with Darwen Borough Councils Sustainable Neighbourhood team. The workshop was an opportunity for people to learn more about diabetes, how to manage the condition and, where possible, how to prevent it. This focus on Health improvement/wellbeing is central to the aims to care for people.



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**

- Prescription ordering  
Ongoing successful patient education of the prescription ordering protocol has informed patients of the variety ways in which they can order prescriptions. Exceptions approved via GP for housebound patients. There has been a growth in prescriptions ordered via Patient Access.
  
- Open day as suggested in previous years. The 5 year event and coffee mornings promoting services.

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 12.03.2015

Report signed off by: Brian Gordon ( signed copy of report kept on site).

**How has the practice engaged with the PPG:** 3 meetings and involvement in 5 year event/other outreach activities.

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

Questionnaires posted with chronic disease review letters. Care homes invited to outreach events encouraging networking and promotion of services available.

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

Yes, Friends and Family survey, feedback from networking, suggestions and complaints.

**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. Improved access to appointments (no complaints), raised profile of services available giving patients access to more Health and Wellbeing services.

**Do you have any other comments about the PPG or practice in relation to this area of work?**

Looking forward to the challenges of expanding our current group.

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