

Annex D: Standard Reporting Template

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

Practice Name: Fernbank Surgery

Practice Code: P81157

Completed by: Diane Eaton

Date: 31.3.2015

Signed on behalf of PPG: Diane Eaton

Date: 31.3.2015

Please confirm that the report has been published on the practice website by 31st March 2015
 Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

YES

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) We meet twice a year and also correspond by email																																					
Number of members of PPG: 63																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>48%</td> <td>52%</td> </tr> <tr> <td></td> <td>35%</td> <td>65%</td> </tr> </tbody> </table>	%	Male	Female	Practice	48%	52%		35%	65%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>18%</td> <td>8%</td> <td>9%</td> <td>11%</td> <td>16%</td> <td>14%</td> <td>13%</td> <td>11%</td> </tr> <tr> <td>PRG</td> <td>1%</td> <td>2%</td> <td>1%</td> <td>7%</td> <td>15%</td> <td>31%</td> <td>32%</td> <td>11%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	18%	8%	9%	11%	16%	14%	13%	11%	PRG	1%	2%	1%	7%	15%	31%	32%	11%
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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	98%							
PRG	100%							

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

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 PPG is open to all patients registered at the Practice

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

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

Feedback from patients attending the patient group meeting

Patient Questionnaires

Friends and Family responses

How frequently were these reviewed with the PRG?

We undertook one questionnaire survey and completed Friends and Family test from December 2014

2. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 589 459">Description of priority area: Telephone access</p>
<p data-bbox="203 612 887 644">What actions were taken to address the priority?</p> <p data-bbox="203 686 2042 976">We have been working on this area for several years and have asked our patients to review the level of satisfaction they have with our telephone system on several occasions We have used this feedback to ask patients if they wished to have a queuing system installed. The response was positive so this was installed in 2013. We then surveyed patients about their satisfaction relating to the queuing system in 2014. As this highlighted mixed reviews and some negative experiences we improved the system in September 2014. We re-ran the questionnaire in March 2015 and saw a marked improvement. 63% of patients satisfied in 2014 compared to 82% of patients satisfied in 2015. The associated comments were also noted as being more positive.</p>
<p data-bbox="203 1091 1312 1123">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1165 1995 1235">Clearly the improvements in the system over the last 12 months have resulted in greater satisfaction. The questionnaire results have been posted on our website.</p>

Priority area 2

Description of priority area:

Reducing the number of DNAs

What actions were taken to address the priority?

The Patient Group are aware of the problem of wasted appointments caused when patients fail to attend.

Whilst we have tended to write to patients who have 2 or more failed encounters we have not actively targeted isolated cases.

We now seek to understand why someone has not attended and draw to their attention the impact this has by either a phone call or politely worded letter expressing our concern regarding wasted resources and also options for cancelling appointments (ie via the website)

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

The comparative figures were shared with the Patient Group at our last meeting in March 2015 and will be added to our in house Media system for wider publication

Priority area 3

Description of priority area:

The use of on-line services

What actions were taken to address the priority?

We are keen to increase the use of on line services for appointment booking and prescription ordering as this reduces the number of telephone contacts and eases the pressure in this area.

Patients are actively encouraged to register on EMIS Access

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

This has created more convenient options for patients who have access to the internet and help improve access for those who may not wish to, or have the facility of online options

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 continued to work towards improving access via our telephone and are pleased that we can see that improvements implemented following direct patient feedback has resulted in a better service to our patients.

Appointment availability continues to be a challenge. Over the last 2 years we have concentrated on our intention to identify and shift appropriate clinical work from the GP to the nursing team. This should result in a more efficient service, better GP availability and improved satisfaction

3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24th March 2015

How has the practice engaged with the PPG:

We have contacted patients by email and also arranged 2 meetings during the year

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

We provide details of the Patient Group and how patients can join on all our clinic invitation letters. There is also an option to complete an online form on our Website.

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

We issued the questionnaire to patients attending the Practice in person and also for completion via the 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?

Telephone access has seen a direct improvement from the involvement of views from the patients group and subsequently from the feedback seen on the questionnaires

Do you have any other comments about the PPG or practice in relation to this area of work? The practice runs a successful and constructive group who provide valuable and positive feedback to help the Practice identify areas for improvement and on-going review.

Please submit your report to: england.lancsat-medical@nhs.net by 31st March 2015