

Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: **Framlingham Medical Practice**

Practice Code: **D83026**

Signed on behalf of practice: **Dr Jonathan Turner**

Date: **27/03/2015**

Signed on behalf of PPG/PRG: **Sarah Lindsay**

Date: **27/03/2015**

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

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to face
Number of members of PPG:	7

Detail the gender mix of practice population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	49%	51%	Practice	19.6	8.8	7.4	9.7	15.9	13.9	14.2	11.5
PPG	28%	72%	PPG				29		43	14	14

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other White	White & Black Caribbean	White & Black African	White & Asian	Other mixed
Practice	87.5%	1.6%		0.2%	0.1%	0.1%	0.2%	4.2%
PPG	85%							

	Asian/ Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	0.6%	0.1%	0.1%	0.4%	0.3%	0.2%	0.1%	0.1%		5.4%
PPG					15%					

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:

Members to the group were originally recruited by placing adverts in the waiting room asking for volunteers and by the clinical teams asking patients if they would be interested in joining the group.

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 (Lesbian Gay Bisexual Transgender) community? YES/NO

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:

Feedback methods over the last 12 months have included:

- Direct correspondence from patients in the form of complaints and compliment letters / thank you cards
- Feedback comments left in the suggestions box located in the waiting room of each surgery site
- Comments and suggestions made directly to staff and clinicians
- Comments and suggestion received via the Practice Website
- Feedback highlighted by the existing group members of the Practice PPG
- Internal feedback collected in staff and practice meetings
- Annual Practice Survey
- Feedback collected during Friends & Family Test

How frequently were these reviewed with the PPG?

Any feedback received is reviewed by the PPG at their annual meeting

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Notice Board for patients and review information on notice boards

What actions were taken to address the priority?

A designated member of staff has now been selected at the Practice to continuously monitor and update the notice boards located in the waiting areas to ensure that all of the information displayed is correct and up to date. The posters are now regularly changed and updated so that the boards do not become cluttered with outdated information. Information is laminated when displayed to keep the boards looking smart and professional.

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

The feedback received from patients, staff and the members of the PPG group has been very positive and that the changes have been very well received.

Priority area 2

Description of priority area:

Photo board of all staff and clinicians to be displayed in the waiting area

What actions were taken to address the priority?

Professional photographs were taken of all the staff and clinicians from each department within the Practice. They were then printed up and framed in a large group photo frame and this is now displayed on the wall in the waiting area of the Framlingham Surgery.

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

Again the feedback from patients, staff and members of the PPG has been very positive. There have been several comments from patients to say that it is nice to put a face to the name of all the clinicians as well as the 'behind the scenes' staff.

Priority area 3

Description of priority area:

Updating of the Practice website

What actions were taken to address the priority?

A complete review of the practice website was conducted by the Practice Manager to identify any areas that needed to be changed or updated. Updated information was added along with new photographs for the GP's that were taken for the photo board.

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

Feedback received from the PPG has been very positive and patients to say that they are now able to locate the correct information on our website.

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):

Reception staff training:

The Reception team have all undergone a variety of training courses over the last 12 months to improve their knowledge and skills in customer service and General Practice requirements.

Improve waiting area:

A new patient call system has been installed in the waiting room in Framlingham. The seating pan has also been changed to offer patients more confidentiality when coming to the front desk. These changes have all proved to be very popular with both the staff and patients alike as it has enabled us to offer improved levels of customer service and patient confidentiality.

4. PPG Sign Off

Report signed off by PPG: YES/NO **Yes**

Date of sign off: **24/03/2015**

How has the practice engaged with the PPG:

Annual group meetings have been held with the members of the PPG, the Practice Manager and one of the GP Partners.

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

Adverts have been placed in the waiting room and GP's have encouraged their patients to volunteer to join the group.

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

Yes this has been received directly from carers and patients to the clinicians. It has also been received via the Patient Survey and monthly MDT and Mac Gold meetings among others.

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?

More accurate information being provided to these groups which is easily accessible for all.

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

It was agreed that further members of the group need to be recruited in order to better reflect the true patient demographic of the surgery. A possible option for this would be to enlist virtual group members.