

Annex C

**Arden, Herefordshire and Worcestershire Area Team
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: New Court Surgery

Practice Code: M81629

Signed on behalf of practice: Colin Webster

Date: 20/2/15

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Signed on behalf of PPG: Virtual email group

Date: 20/2/15

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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) Email Virtual Patient Participation Group												
Number of members of PPG: 143												
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		18	11	9	12	15	12	12	11
	PPG	54	46		0	7	16	16	17	24	17	3

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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	92	1		2	1		1	1
PPG	98							1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2									
PPG	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 new patients are issued with a registration questionnaire which contains an invitation to tick a box to join the virtual PPG

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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

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

None

2. Review of patient feedback

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

Complaints, annual patient survey and friends and family test

How frequently were these reviewed with the PRG?

3 times annually

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Difficulty in obtaining appointments</p>
<p>What actions were taken to address the priority?</p> <p>We continually keep our appointment book under review. We have added extra sessions by recruiting an additional salaried GP. We have increased Doctor triage. We offer late afternoon pre-bookable sessions for people that work and we have introduced on-line appointment booking</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>More appointments are now offered but we still receive complaints about access. Analysis shows that the average number of appointments per patient per year has increased from 3.0 to 4.2 over the last 4 years. This represents a 40% increase in workload which has been met by less than 4% increase in funding</p>

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Priority area 2

Description of priority area:

Patients cannot hear call in bleep whilst radio is playing

What actions were taken to address the priority?

We have turned off the radio and ordered a new call in system at a cost of C£3000

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

Patients can now hear the beep and we may be able to re-introduce music when the new system is installed in March 15

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Priority area 3

Description of priority area:

Patients having difficulty in getting through on the telephone

What actions were taken to address the priority?

We will need to re-issue publicity concerning;

- A. Patients can ring anytime up to 3pm to book an appointment (they are currently trying to call at 8.15am)
- B. Patients can book appointments on-line

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

This is a slow process in re-educating our patients and will no doubt require further re-enforcement

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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):

The appointment system changes have led to an increase in the number of patients able to get the appointment they have requested, however there is still an issue of funded capacity versus demand

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4. PPG Sign Off

Report signed off by PPG: YES by agreement of virtual group

Date of sign off: 20/2/15

Has the report been published on the practice website? YES

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? Not aware of any such groups

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

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? See above

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

Please return this completed report template to the generic email box – england.ahwat-pc@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.