Annex D: Standard Reporting Template

NHS Greater Manchester

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Alexander House Health Centre

Practice Code: P92006

Signed on behalf of practice: C Burgess Date: 24.3.15

Signed on behalf of PPG: C Holland (Chairman) Date: 24.3.15

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: **17** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 3140 | 3093 | | PRG | 8 | 9 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1126 | 612 | 733 | 791 | 927 | 730 | 771 | 543 | | PRG | 0 | 0 | 0 | 0 | 2 | 3 | 7 | 5 | |
| 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 | 5224 | 3 |  | 5 |  | 1 | 1 | 986 | | PRG | 16 |  |  |  |  |  | 1 |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 3 | 2 |  | 2 | 3 |  |  | 1 |  | 2 | | 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:  **PPG advertised on the Practice notice board, on the website, in the Practice leaflet and word of mouth** | |
| 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  **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:  **CFEP patient survey**  **CQC report** |
| How frequently were these reviewed with the PRG?  **Twice** |

1. Action plan priority areas and implementation

|  |
| --- |
| Priority area 1 |
| Description of priority area:  **Patients requesting a Female doctor** |
| What actions were taken to address the priority?  **A female Doctor is now in post commencing January 2015.** |
| Result of actions and impact on patients and carers (including how publicised):  **Limited feedback as yet, but so far comments are positive** |

|  |
| --- |
| Priority area 2 |
| Description of priority area:  **Telephone access to the Practice** |
| What actions were taken to address the priority?  **Staff training – telephone training to all staff with regards to, for example, time spent on calls, dealing with queries so patients do not have to phone back. Not asking patients to ring at 8.30am and to use pre-bookable appointments so as to avoid the morning peak of phone calls.**  **Patient education – for example ensuring patients who ring up to ask if their prescription is ready know the rules around repeats and are asked not to phone for this type of thing.** |
| Result of actions and impact on patients and carers (including how publicised):  **No conclusive results as yet – close monitoring over the next few months** |

|  |
| --- |
| Priority area 3 |
| Description of priority area:  **Waiting room is cold** |
| What actions were taken to address the priority?  **The item to be brought up at the next LIFT premises meeting.** |
| Result of actions and impact on patients and carers (including how publicised):  **No meeting held as yet** |

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):

1. PPG Sign Off

|  |
| --- |
| Report signed off by PPG: **YES**/NO  Date of sign off: **24.3.15** |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?  Has the practice received patient and carer feedback from a variety of sources?  Was the PPG involved in the agreement of priority areas and the resulting action plan?  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Do you have any other comments about the PPG or practice in relation to this area of work?  **We make every effort to increase the PPG group membership and the PPG are aware regarding recruiting of new member.**  **As previously stated we advertise in the Practice, the Practice leaflet, on the website and have done a patient newsletter to try to increase the size of the PPG.**  **The PPG were involved in deciding the priority areas from our Patient Survey and the action plan was agreed by them. We will be monitoring the action plan over the coming months to see if we have been able to improve the Practice. In particular telephone access which seems to be a repeat issue**  **We have a core approximately 8 member who turn up religiously for as many meetings as they can, but recruitment is challenging in our practice and engaging younger people who are working, or who have small children, is proving to be very difficult.** |