

Annex D: Standard Reporting Template

NHS Greater Manchester
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: IntraHealth Tyldesley

Practice Code: Y02321

Signed on behalf of practice: Mr Simon Carr Practice Manager

Date: 20/03/2015

Signed on behalf of PPG: Mr Ronnie Jewell PPG Chair

Date: 20/03/2015

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face,																																					
Number of members of PPG: 5																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <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>50.4%</td> <td>49.6%</td> </tr> <tr> <td>PRG</td> <td>80%</td> <td>20%</td> </tr> </tbody> </table>	%	Male	Female	Practice	50.4%	49.6%	PRG	80%	20%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <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>25%</td> <td>9%</td> <td>17%</td> <td>14%</td> <td>13%</td> <td>9%</td> <td>8%</td> <td>5%</td> </tr> <tr> <td>PRG</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>40%</td> <td>60%</td> <td>0%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	25%	9%	17%	14%	13%	9%	8%	5%	PRG	0%	0%	0%	0%	0%	40%	60%	0%
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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	3505	19	0	272	7	19	5	39
PRG	5	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	3	1	0	12	23	67	2	15	0	82
PRG	0	0	0	0	0	0	0	0	0	0

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 Practice has tried to encourage all groups of patients to join the PPG. We have advertised in Practice, I have added notes to prescription; I have put notices up in both NHS Choices and on the Practice web site. I have sent letters and added a foot not to all annual review letters inviting patients to join the practice PPG. I have also added a meeting schedule for the next 12 months of PPG meetings to our web site and displayed in surgery to try and encourage new PPG members.

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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:

2. Review of patient feedback

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

Quarterly surveys and Friends and Family Cards

How frequently were these reviewed with the PRG?

Every Quarter

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Recruit more PPG Members</p>
<p>What actions were taken to address the priority?</p> <p>Advertise, this was done on the practice web site, NHS Choices, In practice, on prescriptions and letters sent out.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>From our advertising we have recruited 1 more PPG Member. This was on the PPG minutes which were added to the practice website.</p>

Priority area 2

Description of priority area:

Increase in GP Hours inc an additional late night and Practice Nurse to cover Atherton

What actions were taken to address the priority?

A recruitment process was put in place to recruit for the additional sessions that the PPG requested.

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

On PPG minutes and on a poster in practice, a late night on a Monday at Tyldesley, extra GP session on a Friday at Tyldesley and an Additional 2 days of Practice Nurse at Atherton

Priority area 3

Description of priority area:

Prescribing, the PPG were concerned about the amount of wasted Medicines ordered by Pharmacists and sat on the shelves not collected.

What actions were taken to address the priority?

1. The issue was taken to the TABA PPG locality meeting to be addressed at a higher level
2. The Practice introduced Coding on patient notes if and when a pharmacy collected a script, to reduce the number of duplicate scripts being issued.
3. The Practice started to enforce the new GMMG guidelines in conjunction with the PPG to ensure that only items ordered by patients were on the reorder form sent by the pharmacy's.

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

It's too early to see any real results but early indication seem to indicate significant savings on prescribing for the practice.

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 Practice has had a PPG since 2012 and has made significant improvements based on the interaction with the PPG. Main changes are outlined below;

1. The recruitment of additional GP's to increase access.
2. The recruitment of additional Nurses to increase our Nursing capability.
3. Additional equipment was purchased to improve patient care; this has included a Doppler machine, height and weight scales in reception area's and additional home use BP machines.
4. The Practice installed patient information screens to provide a better Practice Information.
5. The waiting areas have been redesigned, to help with better patient confidentiality.
6. The PPG has recruited new members.
7. The practice PPG is now a key attendee at the TABA Locality PPG meetings and patient forums.
8. Introduction of a PPG display board in Practice.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20/03/2015

How has the practice engaged with the PPG:

The practice holds monthly meetings with the PPG which are clearly advertised on the practice information boards.

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

yes

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

Yes via patient surveys and the friends and family cards

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

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

The PPG provides a strong patient focused voice and helps the practice in identifying area's that can be improved, not only at Practice level but also at locality level.