Annex D: Standard Reporting Template

[Name] Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Healds Road Surgery

Practice Code: B85055

Signed on behalf of practice: Robina Naz Date:19.03.2015

Signed on behalf of PPG: Date:19.03.2015

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) face to face – via phone | |
| Number of members of PPG:13 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 4061 | 3788 | | PRG | 4 | 6 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 2495 | 1228 | 1593 | 1056 | 593 | 524 | 184 | 176 | | PRG | 0 | 1 | 3 | 1 | 3 | 2 | 2 | 1 | |
| 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 | 710 | 5 | 2 | 190 | 6 | 4 | 26 | 36 | | PRG | 1 | 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 | 1774 | 4276 | 8 | 1 | 5 | 10 | 4 | 6 | 0 | 135 | | PRG | 5 | 6 | 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:  **We advertise for new PPG members on posters in waiting areas, on our website and also through our existing members. Reception staff also invite patients to join when handing the FFT survey to patients.** | |
| 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

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| Outline the sources of feedback that were reviewed during the year:  In house survey  GP revalidation surveys  FFT  Complaints, telephone contact, compliments – opportunistically interact with patients at these stage also in order to obtain feedback on patient views |
| How frequently were these reviewed with the PRG?  On an annual basis |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  PPG recommendation plus internal practice review on the growing number of our patient population and the need to increase to our clinical staff in order to meet the demands. |
| What actions were taken to address the priority?  Due to the continuing increase of our patient population following our move to our current purpose built premises the PPG and Practice Management have been continually reviewing and running reports on whether we have sufficient clinical staff to meet the needs of our  increasing number of patients |
| Result of actions and impact on patients and carers (including how publicised):  We have over the past few months employed 2 GPs and 4 advanced practitioners including additional nursing hours  Increasing demands are met, our cervical screening figures have more than doubled.  Publicised on jayex board and website |

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| Priority area 2 |
| Description of priority area:  You were not happy with some of our reception staff and felt there was a need for further training. |
| What actions were taken to address the priority?  Our reception staff are receiving training offered by the CCG at intervals in the year, for example equality and diversity, handling difficult situations etc On the whole the PPG felt that our staff had improved significantly, however any further training i.e customer care may be helpful for some of our more recent staff members |
| Result of actions and impact on patients and carers (including how publicised):  To continually review based on reception level activity plus any patient complaints/concerns |

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| Priority area 3 |
| Description of priority area:  You were finding it difficult at times to get through to the Practice via our telephone system. |
| What actions were taken to address the priority?  Although our telephone system has improved following continuing patient concerns regarding ease of access, we have found that although a call to the surgery is acknowledged via an answer message, the line continues to ring, resulting in the caller thinking that the phone is not being answered by staff. We have been in touch with our current supplier to discuss the possibility of a queuing system or a message to alert patients assuring them that the call will be dealt with as quickly as possible. |
| Result of actions and impact on patients and carers (including how publicised):  The engineer is scheduled to visit the practice to discuss the various available options. Due to be publicised via Jayex board and practice website.  Patients will understand that their call is in waiting and will be dealt with as soon as possible. We will continue to review this over the coming months. |

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):

Progress has been made on all issues raised. We also continually review actions from the previous year to ensure that they have been actioned and the impact this had on our patient care.

For example:

Issue with our premises - we relocated to a new purpose built building.

Patients requested that we change our existing telephone system from an 0844 number to a normal landline number: this was implemented before our contract ended with our previous suppliers.

Patients wanted increased access to blood clinics: Our open access blood clinics run 4 mornings a week, plus an additional healthcare assistant available on the 5th day for any urgent bloods.

Shortage of nursing hours – we employed an additional nurse

Improve our practice website – our website has been changed completely and is now interactive

PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 19.03.2015 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?  Continual efforts are made to invite patients to join the group by our staff, also we make concerted efforts to listen to the needs of our patients who are, for example, mental health/learning disability patients and discuss any comments, concerns, recommendations they may have to improve our services to suit their particular needs.  Has the practice received patient and carer feedback from a variety of sources?  Via telephone, and face to face following a healthcare review  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?  Patients overall feel they are listened to and that we acknowledge any comments/suggestions made by them in order to improve our services. Overall patient experience at the surgery has improved and should continue to do so as we have implemented short in house training in customer care for our more recently employed reception staff. Also the increase in clinical staff has ensured an increase in the availability of appointments for our growing number of patients  Do you have any other comments about the PPG or practice in relation to this area of work?  No |