

Annex D: Standard Reporting Template

Lincs & Leics Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Caskgate Street Surgery

Practice Code: C83044

Signed on behalf of practice:

Date: 25/2/15

Signed on behalf of PPG:

Date: 25/2/15

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face and Email																																					
Number of members of PPG: 330 email and 15 face to face																																					
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: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 35%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>5209</td> <td>5310</td> </tr> <tr> <td>PRG</td> <td>122</td> <td>223</td> </tr> </tbody> </table>	%	Male	Female	Practice	5209	5310	PRG	122	223	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>2178</td> <td>1150</td> <td>1351</td> <td>1240</td> <td>1470</td> <td>1226</td> <td>1097</td> <td>807</td> </tr> <tr> <td>PRG</td> <td>1</td> <td>32</td> <td>68</td> <td>70</td> <td>66</td> <td>62</td> <td>38</td> <td>7</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	2178	1150	1351	1240	1470	1226	1097	807	PRG	1	32	68	70	66	62	38	7
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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	9333	33	5	410	1	13	9	26
PRG	344				1			

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0	0	0	0	0	7	0	7	0	0
PRG										
Not recorded										672

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 practice patients are invited to join the group upon registration via written invitation and there is an option to join the email group by sign up via the website

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:

2. Review of patient feedback

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

PPG update forms. Friends & Family will be reviewed at next opportunity

How frequently were these reviewed with the PRG?

PPG forms at last meeting 17/2/2015. PPG only devised the form following meeting 2/12/2014 so little opportunity so far but will remain on the agenda.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>The need to change urgent/same day appointment requests</p>
<p>What actions were taken to address the priority?</p> <p>Discussed by the PPG members and opinions of patients sought via verbal questioning from PPG members</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The group decided and agreed the current system works very well and no changes were needed/required. Nothing to publicise</p>

Priority area 2

Description of priority area:

DNA rate

What actions were taken to address the priority?

It was agreed that the practice would implement a reliable text messaging service to remind patients of their appointments. This system has the ability for the patient to text back 'cancel' and the appointment is automatically cancelled within the medical system.

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

The number of DNA's is published on a noticeboard in the surgery and also included in newsletters. The text messaging system is publicised via reception when booking appointments and updating records with mobile numbers. There are posters displayed within the practice and also on the website. Early indications show this is having a reduction on the number of DNA's and the results are that patients can be offered the cancelled appointments.

Priority area 3

Description of priority area:

PPG devised a contact/update form

What actions were taken to address the priority?

This form had the dual benefit of capturing patients updated demographics and height/weight etc information to be used to update their medical records. (These forms are returned to the GP or a receptionist to maintain confidentiality). The forms also give opportunity for patients to give feedback on improvements they would like to see in the practice. The PPG members have spent some time in the waiting room handing these forms out and speaking with other patients. The forms are also posted out with chronic disease invite letters.

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

As a newly formed PPG (previously the practice had a virtual group only) the group are still in the early stages of publicising their existence and collecting opinions from patients. This will be an on-going area for the group to work on.

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):

Previously it had been raised that some patients were not happy with the current method of alerting patients when it is their turn to be seen. As a result the practice improved the tannoy system through the telephone and purchased larger speakers to help with voice clarity.

Patients had raised concern over the use of an 0844 number, as a result the practice reverted to a local dialling code number

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: 25.2.15

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? **Yes the PPG are in the process of contacting nursing/residential homes. Once they have devised their publicity material it is intended that they will distribute this to the local childrens clinic and a central meeting place for older residents.**

Has the practice received patient and carer feedback from a variety of sources? **Yes – verbal, written comments via friends and family and via the PPG contact form**

Was the PPG involved in the agreement of priority areas and the resulting action plan? **Yes at meeting 17.2.2015**

How has the service offered to patients and carers improved as a result of the implementation of the action plan? **Early results from the text message service are showing a reduction in DNA rates**

Do you have any other comments about the PPG or practice in relation to this area of work? **As a recently formed new group they are working hard to establish themselves**