Annex D: Standard Reporting Template

Rotherham Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Greenside Surgery**

Practice Code: **C87020**

Signed on behalf of practice: **Dr C P Myers & Dr N R Ravi** Date: **18.03.2015**

Signed on behalf of PPG: **Carole Dalling**  Date: **18.03.2015**

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** | |
| Number of members of PPG: **9** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 2821 | 2894 | | PRG | 4 | 5 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 894 | 624 | 722 | 651 | 942 | 742 | 621 | 519 | | PRG |  |  |  | 1 | 2 |  | 5 | 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 | Not known at the moment  Working progress |  |  |  |  |  |  |  | | PRG | 9 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | As Above |  |  |  |  |  |  |  |  |  | | PRG | 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:  ***Advertised in waiting room on the notice board, Quarterly Greenside News Letters, Opportunistically, Practice 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  ***Diabetic patients Carb Awareness Group – this group was set up to educate/inform diabetic patients on the correct foods to eat to help control their diabetes.***  ***Greenside operate a ‘Praise or Grumble’ template plus the national Friends & Family Test – negative and positive feedback are advertised on the patient notice board plus the comments from our NHS Choices are added on the quarterly Greenside Newsletter.*** |
| How frequently were these reviewed with the PRG?  ***Emailed regularly and met quarterly.*** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  ***Group recommended the patient notice board be moved to a more prominent section in the waiting area as when they went to read any posters etc. they were standing in front of other patient which was very intrusive and felt they would not read the notice board for this reason.*** |
| What actions were taken to address the priority?  ***To arrange movement of notice board to the front left hand side of reception. PPG member sorted this.*** |
| Result of actions and impact on patients and carers (including how publicised):  ***Now the notice board is easily accessible and the board is more noticeable to others*** |

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| Priority area 2 |
| Description of priority area:  ***Greenside Surgery have Open Access – a few patients abuse this system and are attending for minor ailments and medication reviews in the open access. The open access Doctor sees approx. 30 patients therefore long waiting times for genuinely ill patients. The group suggests the patients be given a slip which explains the reasons Greenside operates the Open Access and what they could do to avoid those long waiting times***. |
| What actions were taken to address the priority?  ***Practice to arrange for the slips explaining how Open Access works. Dr Myers to sort. Slips sorted and approved by PPG.*** |
| Result of actions and impact on patients and carers (including how publicised):  ***Still awaiting implementation due to shortage of routine appointments as one Dr retired and one on holiday plus in the process of Nurses coming and going –*** *As of March 2015 we have a new Practice Nurse plus appointed a new Salaried GP who will commence August.* |

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| Priority area 3 |
| Description of priority area:  ***Medication wastage – the prescribing advisor RS asked the group:***  ***Q0) are you aware that medicines cannot be recycled? meds waste costs £300 million/yr, approx £2m for Rotherham***  ***Q1) do you (or family/friends) get medicines you do not need / want?***  ***Q2) where does this originate from? Practice repeat system or pharmacy ordering on patients behalf?***  ***Q3) what have you done about this waste? notified practice or pharmacy ?***  ***Q4) does medicines waste- annoy you?***  ***Q5) any suggestions about how to reduce medicines waste?*** |
| What actions were taken to address the priority?  ***Group Discussed at length their own personal experiences and suggested various ways to try and prevent wastage and that patients should be notified about the cost to the NHS on wastage etc. A paragraph on medication wastage will be added to the Greenside Newsletter, Patient Notice Board and Greenside website.*** |
| Result of actions and impact on patients and carers (including how publicised):  ***Still awaiting feedback – to discuss at April PPG Meeting*** |

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):

***Greenside share more comments on the notice board “Praise or Grumble”.***

***Introduced telephone recording system also for use in staff training purposes.***

***Excellent comments from NHS Choices***

1. PPG Sign Off

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| Report signed off by PPG: **Yes by chairman**  Date of sign off: **Chairman David Pearson approved reporting template on PPG behalf - 04.03.15** |
| 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. Greenside has set up a Carb Awareness Diabetic group – to educate /inform them of the correct foods to eat to aid their diabetes. Also this group were asked their opinion and ideas of how we can include other specialist Chronic Disease Management Groups to aid health and wellbeing.***  Has the practice received patient and carer feedback from a variety of sources?  ***Yes. There is always an opportunity for patients to complete ‘praise or grumble’ forms and other patients can see them on the notice board and website.***  Was the PPG involved in the agreement of priority areas and the resulting action plan?  ***Yes. Met regularly.***  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  ***After group discussion the notice board is now more accessible in the waiting room.***  Do you have any other comments about the PPG or practice in relation to this area of work?  ***The group find the first half an hour of the session with Dr Myers really informative as he informs the group of updates relating to the surgery.*** |