

Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Albrighton Medical Practice

Practice Code: M82021

Signed on behalf of practice: *MAR*

Date: 4 March 2015

Signed on behalf of PPG: *Cyprus*

Date: 3 March 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, Email, Other (please specify) Face to Face									
Number of members of PPG: 12									
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:				
%	Male	Female							
Practice	48	52							
PRG	25	75							
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	
Practice	1244	612	653	830	1332	1186	1239	1275	
PRG						1	8	3	

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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	5044	9		88	8	2	12	19
PRG	12							

3124 patients
no ethnicity
recorded
included in this
figure

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	27	1	1	4	12				2	3142 *
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.

The group is actively seeking new members and is in the process of establishing a virtual group

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: Friends & Family Test, feedback from patients, feedback via the PRG
How frequently were these reviewed with the PRG? At every meeting when relevant

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Increase awareness of online services to address lack of awareness of these services
What actions were taken to address the priority? Items in the parish magazines. Posters in the waiting room. All newly registered patients routinely offered access to online services
Result of actions and impact on patients and carers (including how publicised): There has been an increase in the number of patients with passwords. Feedback from the PRG meetings meant the practice increased the number of appointments available to book on line.

Priority area 2

Description of priority area:

Patients are happy to have a telephone conversation with a GP prior to booking an appointment.

What actions were taken to address the priority?

We trialled telephone triage on a Monday morning for 2.5 hours.

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

An audit of the triage was undertaken and it was found that the number of appointments required amounted to the number of appointments lost through doing triage, so the triage trial was ended.

Priority area 3	
<p>Description of priority area:</p> <p>Lack of awareness of contraceptive services offered at the surgery</p>	
<p>What actions were taken to address the priority?</p> <p>Increased the information on the website, by establishing a young persons' section. Dedicated notice board in waiting room for young people. You're welcome accreditation.</p>	
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The young persons' section on the website is clearly shown and available as is the notice board in the waiting room.</p>	

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):

<p>We have adapted our internal procedures for informing patients of their test results</p> <p>We have advertised our services more widely on our website and in our practice leaflet</p> <p>We have become You're welcome accredited to encourage our younger patients to attend the practice</p>	
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4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 3rd March 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? Yes

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

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes, see last year's 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?

The practice holds bi monthly meetings with the PRG. The PRG are in the process of setting up a virtual patient group to involve more patients in the shaping of services offered by the practice and Shropshire County as a whole.

The PRG has supported the Compassionate Communities project which has been set up for Albrighton residents and is coordinated by a member of the PRG.

Shortage of parking for patients continues to be a problem and the PRG are supporting the practice in its application for new premises.

The PRG have reported, over the year, several issues that have resulted in the practice making changes. One such issue is that the patients do not like how the seasonal flu clinics are delivered which has resulted in planned changes to next year's campaign.

In addition, they asked for more appointments to be made available for online booking and for an increase in the number of clinicians whose appointments could be booked on line. The PRG requested that the layout of waiting room chairs be rearranged to accommodate people who struggled to get out of chairs that had no arms.

The PRG ran a publicity campaign in the vestibule during Patient Participation Awareness week.