

Annex D: Standard Reporting Template

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

Practice Name: Haughmond View Medical Practice

Practice Code: M82032

Signed on behalf of practice: Mr Steve Ellis (signed hard copy available in practice)

Date: 31/03/2015

Signed on behalf of PPG: Mrs Jenny Billington, PPG Chair (signed hard copy available in practice)

Date: 31/03/2015

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, Email, Quarterly meetings and interim email contacts and social media, Patient group information board.									
Number of members of PPG: 32									
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:				
%	Male	Female							
Practice	4301	4233							
PRG	13	19							
%	<19	20-29	30-39	40-49	50-59	60-69	70-79	> 80	
Practice	2182	1237	1102	1137	1115	891	552	318	
PRG	0	2	1	3	6	6	12	2	

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 ethnic backgrounds for most registered patients is predominantly white British, however we have experienced an increasing population of eastern european patients and this has steadily increased over the last 12 months. In order to support patients where English is not their first language we are working on ways we can adapt our information to accommodate them also.

The practice population as a whole has a large demographic of younger patients, which is reflective of the area in which we serve. A concerted effort has been made this year to attract greater PPG representation of patients aged 20 – 45 and we have seen some limited success in this area. In partnership with our patient group the practice intends to offer a 'virtual' forum for patients who would not otherwise be able to attend meetings which will then feed into the larger forum group. Any patient wishing to be involved in the virtual forum should contact our Patient Services Manager on 01743 281950 or alternatively email Amanda.lloyd2@nhs.net in order to discuss how their views could be represented regularly in a way that is convenient to them.

Haughmond View Patients' Group and has been established for over 13 years and during this time they have supported the practice through periods of great change and are considered a valued resource within our extended practice team. The practice has an active patient group who meet regularly approximately 4 – 6 times a year with patients invited to join on a voluntary basis being recruited via an information campaign which includes posters and flyers, details also available via our practice website at www.haughmondview.co.uk and on our patient information display screens within reception.

Members of the group assist us in a number of ways, throughout the years this has included fundraising and helping at 'Flu sessions. In addition they run the patient information board within the surgery and practice Facebook & Twitter pages; this is run by the patients for the patients and as a result has received some excellent feedback. More recently they have helped us to produce our patient surveys and to develop the resulting action plans

Even though our group may not be considered reflective of our total patient demographic the members have a vast range of experience covering a number of medical conditions, situations and experiences with many of the group members also being part of other patient groups and public / voluntary sector organisations. This knowledge is valuable in helping us support specific needs; however they are also very proud of their role in bringing forward the views of wider members of the community and in supporting every patient to have their concerns and comments heard if they are asked to do so.

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:

Sources of feedback considered during the year included patient feedback cards which were collected via reception and through our patient interactive website, through our friends and family responses and also via our patient questionnaire on appointments and services which was undertaken during March.

How frequently were these reviewed with the PRG?

Patient feedback and communication is reviewed wherever possible with the patient group during their formal patient group meetings.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Improve availability of appointments within the practice and reduce routine waiting times.</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"> • Appointment of an Advance nurse Practitioner to triage 4 times a week. • Provision of early morning & lunchtime appointments (in addition to our current extended hours provision) • Provision of additional nurse appointments on a Saturday morning to reduce waiting times for routine nursing procedures. • Alteration of standard appointment times to allow for early visiting for acute patients.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The impact of our actions are currently ongoing, it is too early at present for patients to feel the individual benefits of these changes but once they bed in the result should be shorter waiting times for routine appointments and increased capacity of our urgent care management system. Changes will be published via internal medical and also within our new patient newsletter.</p>

Priority area 2

Description of priority area: Maintain patient engagement & ensure effective communication.

What actions were taken to address the priority?

- Creation and implementation of a patient newsletter (available both electronically and in paper form). Following good initial feedback these will now be published quarterly with seasonal 'focus' sections in each edition.
- The practice now routinely collects email addresses from patients which will allow for greater communication via a greater selection of media in a manner which has been agreed with the patient.
- The practice routinely checks patients' mobile telephone details to ensure accurate records and also to use for health promotion campaigns in greater numbers.
- Practice information leaflets are being converted into other languages to address the needs of patients where English is not their first language.

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

The impact of our actions are currently ongoing, it is too early at present for patients to feel the individual benefits of these changes. Results of these changes will be published via our website, social media and internally within the practice.

Priority area 3

Description of priority area: Enhance patient experience & develop additional online services for the benefit of patients

What actions were taken to address the priority?

- Review of patient environment to ensure fluidity of the patients journey through the building
- Creation of additional patient information boards and literature
- Development of electronic prescribing within practice to reduce inconvenience to patients and provide greater clinical governance for prescribing
- Develop practice website to ensure it is more interactive and closer matches the information within surgery.

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

The impact of our actions are currently ongoing, it is too early at present for patients to feel the individual benefits of these changes. Results of these changes will be published via our website, social media and internally within the practice.

Results of this year's survey:-

Survey Results

Responses were received from a good cross section of patients of different ages with 18% of patients reporting to attend regularly, 59% occasionally and 15% rarely. Only 8% declined to comment

Services

- 47% of patients surveyed said that they found it very easy or fairly easy to get an appointment for the time they wanted.
- 67% of patient felt that is easy either very easy or fairly easy to get an appointment in advance i.e. more than a week away
- 40% of patients reported that they were happy with the times of our appointments as they are and a further 36%.

Access

- 50% of patients who responded said that they were seen within 15 minutes of their appointment time.
- 90% of patients who responded said that they had confidence in the clinician that they had an appointment with.
- 81 % of patients who responded said that they said they were either extremely likely or likely to recommend our services to friends or family if they needed similar care or treatment

Whilst comments were made with regards to some of the challenges patients face when trying to get an appointment it was also noted that the practice works hard to address patients ongoing needs and that the shortage of appointments is not restricted to this particular practice but endemic of a greater shortage within the NHS to date.

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):

Previous progress made to date:-

Priority

Action

Patients would like to know the days that particular GPs work

- A timetable of GPs working days are now routinely included within the Patient Booklet.

Ensure continuity of GP's

- Education programme between the practice and the Patients' Group let patients know that, in the majority of cases, all GPs are equally well placed to treat them
- Improved information to enable patients to make advance bookings with the GP of their choice.

Improve figures for ease of getting an appointment

- Training developed for reception team so that they are more able to help patients find the most · mixed economy of appointment times available for patients

Ensure welcoming environment following our change of venue

- Colours, seating. Lighting etc all chosen and implemented in partnership with patients and their representatives.

Ensure high level of customer service to patients

- Ongoing customer service training for reception/front of house staff.
- Ongoing review of all complaints and significant events to support training
- Ongoing feedback from patients and external providers.

4. PPG Sign Off

Report signed off by PPG: **Yes**

Date of sign off: **31st 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? Patients are invited to join the practice patient group on a voluntary basis through an information campaign (posters& leaflets on the notice boards and on our TV screens in reception, information via our social media accounts and via our website, information and personal invitation by forum members during our flu campaign).

Has the practice received patient and carer feedback from a variety of sources? Yes, from comment cards, Friends & Family feedback, NHS Choices, our internal complaints system and through personal 1:1 consultation with members of our patient group.

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? The actions are currently being worked on with improvements and feedback being shared with our patient group and the wider patient population. The action plan will become a regular item at patient group meetings.

Do you have any other comments about the PPG or practice in relation to this area of work? No, our patient group has a long standing history of working with and for the needs of the patients and practice over the last 13 + years and will continue further long into the future.