

Annex D: Standard Reporting Template

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

Practice Name: THE NILE PRACTICE

Practice Code: M83048

Signed on behalf of practice: Dr H M Zein-Elabdin

Date: 24/03/2015

Signed on behalf of PPG: Mr John Linney



Date: 24/03/2015

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, Other (please specify) Face to face group. Also some contact my mail and e-mail.

Number of members of PPG: 20

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3018	3068
PRG	(10) 50%	(10) 50%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1034	670	(2214)	1062	680	426
PRG		1	2	2	3	2	7	3

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								
PRG	16							

	Asian/Asian British					Black/African/Caribbean/Black British		Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG	2	1					1			

Describe steps taken to ensure that the PRG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

We have had an active Patient Participation Group for a number of years. Most of the existing members have decided to continue in the group but we wanted to expand it and make it better representative of the practice population which has increased to 6086 patients.

We also wanted to ensure the views and needs of all ranges of age and ethnicity is represented. The make up of the practice population is predominantly White British/Irish with a few other very small groups. In addition to posters in the surgery, the practice newsletter and on-line invitations through our website www.thenilepractice.co.uk, we have sent invitations to a number of patients to join the group.

The practice Patient Participation Group includes carers, patients with disability and chronic diseases. We also have those who work some housewives, mothers and retired people.

Whilst a group of manageable size can never be truly representative of all patients, we do believe that we have a very good cross section of different interests and responsibilities that represent our practice population.

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? YES

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

99% of the practice population are with White British/Irish ethnicity. We have sent direct invitations to some patients who represent the other smaller ethnic groups and we succeeded in having 4 in the group.

2. Review of patient feedback

- Outline the sources of feedback that were reviewed during the year:
- Friends and Family Test
 - Patient feedback – letters, cards and e-mails through the year
 - Complaints
 - Comments on our website

How frequently were these reviewed with the PRG?

Twice/year

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To increase awareness of patient services like telephone consultations and extended late evening sessions for doctors and nurses.

What actions were taken to address the priority?

We have increased the use of posters, leaflets and TV screens in both surgeries and through the newsletter and our website. We have also informed the patients of services which can be provided by the nurses and the issues which can be discussed with the doctor or the nurse in a telephone consultation.

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

Many housebound patients and their carers and people who work and can't come to the surgery have found telephone consultations useful.
We continue to publicise as above.

Priority area 2

Description of priority area:

To increase awareness of services available on-line through our website. (requesting repeat prescriptions and making and cancelling appointments)

What actions were taken to address the priority?

We have used posters, leaflets and TV screens in both surgeries and through the newsletter and our website. On-line access to medical records will be available soon.

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

Many patients and carers are using on-line prescription requests and find it convenient, and with the recent use of electronic prescribing the prescriptions are sent quickly and accurately to the chemist. A few patients started using the on-line appointment service.

Priority area 3

Description of priority area:

Availability of receptionists at the front desks all the time.

What actions were taken to address the priority?

This has been discussed with individual receptionists and in a Practice staff meeting. An additional part-time receptionist has been appointed. The Practice manager is monitoring this.

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

Receptionists are available all the time, including lunch time, for face-to-face and telephone enquiries. This should further improve patient satisfaction with our reception staff. We welcome all feedback on our performance. Our on-going Friends and Family test will encourage patients to feed back on the service provided.

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):

ISSUES RAISED	PROGRESS
<p>Increase awareness to various services (telephone consultations, On-line services, late evening surgeries).</p>	<p>We have increased the use of posters, leaflets, TV screens and on our website.</p>
<p>Inform patients of services provided by Practice nurses and the issues which can be discussed with Doctor and Nurses in a telephone consultation.</p>	<p>We have increased the use of posters, leaflets, TV screens and on our website</p>
<p>To further improve patient satisfaction with reception staff.</p>	<p>This is being monitored by the Practice Manager individually and in practice meetings. A part-time receptionist has been appointed. Patients can talk privately to reception staff in another room. We are considering removing the glass panel in our Cannock surgery to make it friendlier.</p>
<p>Improve the telephone system.</p>	<p>The practice has acquired a new telephone system which makes it easier for patients to call either surgery.</p>
<p>Improve the chairs in the waiting area in Cheslyn Hay. Install a new entrance door, cupboards and sinks in Cannock Surgery.</p>	<p>Improvements have been carried out.</p>

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:

How has the practice engaged with the PPG:

1. How has the practice made efforts to engage with seldom heard groups in the practice population?
2. Has the practice received patient and carer feedback from a variety of sources?
3. Was the PPG involved in the agreement of priority areas and the resulting action plan?
4. How has the service offered to patients and carers improved as a result of the implementation of the action plan?
5. Do you have any other comments about the PPG or practice in relation to this area of work?

1. We are very proactive in our engagement with the PPG through face to face, emails and mail.
2. We have actively encouraged recruitment of more members from ethnic groups other than White British/Irish and younger age group by directly inviting them to join.
3. Yes, through the Friends and Family Test, emails, letters and comments in our website.
4. Yes, through emails and meetings.
5. We are already seeing improvement in the areas highlighted.
6. We have made great efforts in promoting and supporting the PPG. The PPG will join other PPG's in the area to form a network to discuss and influence wider issues of health care.

The doctors and staff at The Nile Practice would like to thank once again all the member of our PPG for their continued help, comments, views and support. We would also like to thank all our patients and assure them of our best intentions to provide the best care for them.