

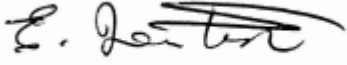
Annex D: Standard Reporting Template

NHS England (Cheshire and Merseyside) Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: [Millbrook Medical Centre](#)

Practice Code: [N83032](#)

Signed on behalf of practice:  [John O'Toole \(Business Manager\)](#) Date: [30/03/2015](#)

Signed on behalf of PPG:  [Elizabeth Ierston \(PPG Member\)](#) Date: [30/03/2015](#)

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) Bi-monthly Group Meetings Email Post Website
Number of members of PPG: 21

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:

On-going advertising of the group:

- Website
- Waiting Rooms
- Prescriptions
- Outgoing letters – for example complaint responses

We are trying to get younger members of our patient population involved by offering different ways to interact with the group, for example, we are in the process of setting up a 'Virtual Group' whereby patients are able to email in ideas/comments/topics for discussion at the face to face meetings if they are unable to attend these in person.

We acknowledge that we are still some way away from ensuring that our PPG membership is representative of our patient population, particularly in terms of age, however we do feel that the introduction of the 'Virtual Group' should help us to move towards this.

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/NO

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

Not applicable to our practice population

2. Review of patient feedback

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

Friends and Family Test

Patient Satisfaction survey – Based on our three priority areas as identified by the PRG

New Telephone System – Patient Satisfaction Survey

NHS Choices Comments

Complaints

How frequently were these reviewed with the PRG?

Bi-monthly face to face meetings

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Telephones – it has been noted that it was difficult to get through on the telephones during the busy times of the day</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• New telephone systems put in place• Increase in staffing resources• Reorganisation of staffing resources to ensure we have maximum cover during the busiest times of the day
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients now have better access to the practice via the telephone, they are more informed about how long it is likely to take for the to get through on the telephone and they have more information about who/when to ring for different telephone queries. An increase in patient satisfaction was identified in our telephone satisfaction survey.</p> <p>Results of our satisfaction survey and an overall patient satisfaction report were published on the website and in waiting rooms.</p>

Priority area 2

Description of priority area:

Access to appointments

What actions were taken to address the priority?

The following actions have all commenced and there is an on-going drive to continue to improve in these areas...

- Increase GP Capacity
 - Recruit more permanent GPs
 - Buy in additional Medicines Management time to free up GPs to be able to see additional patients
- Diversify the team
 - Recruited a Practice Matron
 - To provide additional appointments
 - To take over the home visits, again freeing up the GPs to see more patients
- Implementation of a new appointment system
 - Telephone Triage system, 'Talk and Treat', has been partially implemented in an attempt to offer more different types of appointment and also increase the number of appointments available per session

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

These are on-going pieces of work which will, once fully implemented, see us offering more appointments than ever before and also more variety in the types of appointments which we offer.

We are already seeing better 'on the day access' for our patients due to the 'Talk and Treat' system coupled with our very effective On Call service.

Patient Satisfaction Report published on the website and in the waiting rooms.

Priority area 3

Description of priority area:

Continuity and Choice for our Patients

What actions were taken to address the priority?

- Recruited more permanent GPs
- Diversified our Clinical Team
- Practice Matron Role

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

Less temporary/Locum GP cover due to now having recruited more permanent GPs enabled our patients to build better relationships with their GPs due to their being less changes to clinical staffing as there was previously. This has and will continue to ensure our patients can see the GP they want/have been seeing which will ensure we're providing a better service and better continuity for the patients.

On-going - Practice Matron will coordinate care for our most at risk patients as part of her role, providing a single point of contact and also working in close partnership with the community teams to ensure our patients are getting the best possible care.

Patient Satisfaction Report published on the website and in the waiting rooms.

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):

- Increase in patient satisfaction since the introduction of the new telephone system
- Friends and Family Test data shows patient satisfaction overall is up to 90% - people who would recommend or highly recommend the practice to friends or family
- We've had installed new patient self-checking in systems to help the flow of patients when they attend the practice, freeing up more staff time to answer telephone which has previously been an issue
- We now have a more stable permanent clinical workforce and our in the process of expanding this further – helping with previous capacity issues
- We have a more diverse team of clinical and non-clinical staff – helping with previous capacity issues
- We have taken on more staff in non-clinical areas to address previous potential risk areas in the practice, for example mail clerks to deal with all incoming post and ensuring it is dealt with in a timely manner
- Restructure of the non-clinical staffing
- Increased uptake of our annual patient survey ensuring we get a better cross section of responses from more patients and hopefully a more diverse group of patients, better reflecting the views of our patient population
- The PPG has increased in size with a more diverse mix of patients as members

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 09/03/2015 – During a bi-monthly face to face PPG meeting

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

- Website
- Prescriptions
- Letters
- Posters
- Flyers
- Practice Leaflet

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

Yes:

- Telephone Survey
- Website
- NHS Choices
- Friends and Family Test
- Annual Practice Survey

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes – priority areas agreed at PPG Meeting on 06/10/2014

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

- Better access to appointments
- We now have a more diverse clinical workforce – patients have access to a wider range of appointment types – GP, Nurse Clinician, Nurse Practitioner/Practice Matron, Practice Nurse, Assistant Practitioner, Health Care Assistant
- Different types of appointments to better meet what the patients require – Telephone, On Call, Routine,
- We now have a more stable workforce in terms of Clinicians – allowing us to offer a better, more consistent service to our patients
- Better ability to choose a preferred regular clinician if they so wish – helping to improve continuity
- Better 'on the day' and emergency access to appointments for patients
- Talk and Treat system is part way through implementation which will further enhance patient access to appointments
- It is now easier to contact the surgery via the telephone
- It is now easier to check into an appointment when arriving at the surgery with less queuing – if they wish to use the self-check-in system

Do you have any other comments about the PPG or practice in relation to this area of work?

We see our PPG as an integral part of our decision making processes in the practice and will continue to engage them moving forward. Although the Enhanced Service is coming to an end, we see the value in continuing with the current arrangements and working with the PPG to continue to make improvements to the services we provide to our patients.