

Annex D: Standard Reporting Template

NHS Greater Manchester
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Drs .Liversedge, McCurdie and Wong

Practice Code: P82643

Signed on behalf of practice:

Date: 27th February 2015

Gill Warburton

Signed on behalf of PPG:

Date: 11th March 2015

Scott Alker

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 and by posting out agendas and minutes of meetings to a member who is unable to attend in person.											
Number of members of PPG: 13 including the GP and Practice Manager											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	48.8%	51.2%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	31%	69%	Practice	1253	672	730	905	1001	666	525	310
			PRG	0	1	1	2	2	2	5	0

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	5661	21	0	134	12	2	12	24
PRG	12	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	30	18	0	12	13	12	6	9	0	32
PRG	1	0	0	0	0	0	0	0	0	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:

Posters were placed in the waiting room detailing the groups that were missing from our forum in order to be more representative to our population. From these posters 4 more patients joined the 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:

Feedback from individual patients
Feedback from members of the Patient Forum
Friends and Family Cards

How frequently were these reviewed with the PRG? Quarterly

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To simplify New Patient Registration Forms

What actions were taken to address the priority?

The Chairman of the Patient Forum and the Practice Manager held a meeting and discussed the forms in detail.

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

The numbers of New Patient forms was reduced by 1/3rd – it was felt that there was no need to actively publicise this as the only people affected would be patients registering at the practice for the first time. However, reference to this will be made on the practice website.

Priority area 2

Description of priority area:

The numbers of Carers on the Practice Carers Register needed to be increased.

What actions were taken to address the priority?

Members of the Patient Forum and of the practice held a Carers Identification Day on Carers Rights Day on 28th November. Forum members and the local Carers Lead sat in the waiting room in pairs throughout the day asking patients if they would consider themselves a carer.

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

Several new carers were identified and added to the Carers Register and many of these have already attended a Carers Health Check.

Priority area 3

Description of priority area:

Use of the safer and more user-friendly Vision On-Line method of ordering repeat prescriptions to be promoted to patients.

What actions were taken to address the priority?

A section of the January 2015 newsletter was dedicated to promoting this new service. Currently, all patients who place a prescription order through the old website are having a letter attached to their prescription encouraging them to register for the Vision On-line system.

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

Many patients have now registered for Vision On-line repeat prescription ordering and many more are registering each week as they receive their letters.

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 Targets 2013/14

The Patient Forum didn't have any representatives in a younger age range and no members of any ethnic minority groups. As a result of advertising, the Forum has grown by 44% and the members are now more representative of the practice population including someone from a younger age range and someone from an ethnic minority.

1. Promotion of the facility for on-line booking of appointments - this has been available at the practice for 2 years now and the number of patients using it is growing all the time due to the on-going promotion drive.
2. Promotion of on-line ordering of prescriptions – this has been available for over 12 months now and, as above, numbers of patients using it is growing as it is more user-friendly than the website prescription ordering system.
3. Promotion of the Advanced Nurse Practitioner - There are now many patients who specifically ask for an appointment with the Advanced Nurse Practitioner as they are now aware of the kind of problems that she is able to address.

Previous Targets - 2012/13

- 1. Improving Access to the GPs** – this was addressed by the Practice joining the Primary Care Access Group which is an organisation which specialises in access at GP surgeries. Audits were undertaken and trials of various ideas occurred including telephone triage of emergency appointments. This has helped to improve patient access to the GPs when an urgent appointment is required.
- 2. Informing Patients of their anticipated waiting time on their arrival for an appointment with a GP or Nurse** – Staff training was undertaken and patients are routinely told how many patients are before them and roughly how long they would need to wait.
- 3. Text Appointments Reminder system** – due to Information Governance issues it was felt that, despite this facility now being available, texts will not be sent to patients as reminders however, reminder emails are now sent to those patients who register for 'Vision On-line' appointment and repeat prescription booking system.

Previous Targets – 2011/12

1. To try to address the car parking problems at the Health Centre – various trials took place including the Headmaster of the School standing each morning at the entrance to the patient car park which helped but obviously this is unsustainable in the long-term. A member of the Health Centre Caretaking staff stood at the entrance to the car park for a few weeks but after receiving verbal abuse, his PCT Manager withdrew the service.
2. To make available the facility for patients to book appointments online – this is now available.
3. To look into a system to remind patients via text of future appointments booked - due to Information Governance issues it was felt that, despite this facility now being available, texts will not be sent to patients as reminders however, reminder emails are now sent to those patients who register for 'Vision On-line' appointment and repeat prescription booking system.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 11th 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? – by advertising for members not only through posters in the waiting room but also via the Practice Newsletters which are emailed to many hundreds of patients as well as being available in hard-copy in the waiting room.

Has the practice received patient and carer feedback from a variety of sources? – through both local and national surveys as well as through the 'Comments/Suggestions Box' and the Patient Forum and also from any patient complaints received.

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? – Detailed above.

Do you have any other comments about the PPG or practice in relation to this area of work? – Having a Patient Forum has proved invaluable to the practice as several excellent suggestions and ideas have come from the group.