Annex D: Standard Reporting Template

NHS Greater Manchester

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: West End Medical Centre

Practice Code: P89030

Signed on behalf of practice: Dan Lord Date: 31.3.15

Signed on behalf of PPG: Date:

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face and email | |
| Number of members of PPG: 12 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 55% | 45% | | PRG | 42% | 58% | |  |  |  | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 19% | 10% | 14% | 14% | 15% | 13% | 10% | 5% | | PRG | 8.3% | 0 | 16.6% | 8.3% | 8.3% | 50% | 0 | 8.3% | |
| 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 | 75 |  |  |  |  |  |  | 8.3% |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | ? | ? | ? | ? | ? | ? | ? | ? | ? | ? | | PRG | 8.3% | 8.3% |  |  |  |  |  |  |  |  | | |
| 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:  **Letters were originally sent to patients whom the staff thought would be interested in joining the group. 124 letters in total. We got 10 replies. Over the years 2 more patients have expressed an interest in joining the group and have been added. Posters are up in the surgery and information is on the website how patients can join the PPG. Unfortunately the uptake of interested patients hasn’t been that great.** | |
| 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**  **Not since the previous years but the clinicians do pro-actively try to recruit patients**  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **Feedback was sourced using the FFT as part of the contract.** |
| How frequently were these reviewed with the PRG? **Quarterly** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: **Improve Patient Online access** |
| **What actions were taken to address the priority? Different avenues were researched as to best provide this service. We narrowed it down to two possibilities. Members of the PPG were invited in to discuss the options and which ones they thought were user friendly. It was agreed that the Practice was to use ‘Patient Online Access’.** |
| Result of actions and impact on patients and carers (including how publicised):  **Signs were posted around the surgery advertising that the practice now offers this service. Information was also posted on the Practice website.** |

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| Priority area 2 |
| Description of priority area: **Upgrading the telephone system** |
| What actions were taken to address the priority? **The Practice researched different phone systems to see how/if it could improve patient access.** |
| Result of actions and impact on patients and carers (including how publicised): It was decided that a new phone system was not the answer as our system was fit for purpose and an upgrade of phone systems would only make the receptionist work easier but have no benefit to patients. It has been agreed that new options will be put opn the phone system to try and channel different calls e.g. 1. For appointments  2. For medical advice  3. For Prescriptions.  4. For all other enquiries |

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| Priority area 3 |
| Description of priority area: **Text messaging service** |
| What actions were taken to address the priority? **We were looking into different ways we can inform patients about appointments and campaigns. We migrated to Emis Web in September 15 and they have the facility so we decided to try this before we looked into MPIG.** |
| Result of actions and impact on patients and carers (including how publicised):  **Feedback from patients was not great with regards to the text messaging service. The majority of patients thought it was annoying and wanted us to disable the service. Which we promptly did. Now patients are offered the service when they register.** |

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):

In previous years we have always addressed the Ideas that have been discussed via the PPG and several changes have been made over the years and huge investment has been put into the surgery and its facilities.

1. PPG Sign Off

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| Report signed off by PPG: NO – Report  Date of sign off: |
| 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, but more efforts needed.**  Has the practice received patient and carer feedback from a variety of sources? **Continual Feedback.**  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? **Yes online access has improved the service the surgery offers. We have also employed a new Assistant Practitioner which in turn makes more appointments available.**  Do you have any other comments about the PPG or practice in relation to this area of work? **We struggle to engage with PPG members as only a handful input on the concerns/queries/questions and suggestions we try to discuss. The priority for the upcoming year is to improve this group and also introduce bi annual face to face meetings with all members or other interested patients.** |