Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **The Caxton Surgery**

Practice Code: **M82022**

Signed on behalf of practice: **James Bradbury** Date: **27th March 2015**

Signed on behalf of PPG: **Jill Rees-Jones** Date: **27th March 2015**

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, Email**, Other (please specify) | |
| Number of members of PPG: **14** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 48.5 | 51.5 | | PRG | 7.2 | 92.8 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 17 | 11 | 12 | 15 | 13 | 12 | 11 | 9 | | PRG | 0 | 0 | 7.2 | 14.2 | 0 | 14.2 | 57.2 | 7.2 | |
| 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 | **98** |  |  | **2** |  |  |  |  | | PRG | **100** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice |  |  |  |  |  |  |  |  |  |  | | PRG |  |  |  |  |  |  |  |  |  |  | | |
| 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:  **Information on the PPG is available in a variety of formats and places to maximise the number of patients who know about it, these include:**   * **The website** * **Noticeboard in the waiting room** * **Practice booklet** * **New patient registration pack** * **Patient survey** | |
| 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:  **We have a sizeable Bulgarian population which we have attempted to engage with information in the new registration packs and asking directly if they would be interested in joining but we have been unsuccessful to date** | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:   * **Comments through website** * **NHS choices feedback** * **PPG meetings** * **Friends and Family Test** * **Compliments/comments form in waiting room** |
| How frequently were these reviewed with the PRG?  **The group met every quarter and a review of patient feedback was part of the agenda** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  **Telephone system** |
| What actions were taken to address the priority?   * **Alterations made to current system (pre March 2015)** * **Staff rota amendments to reflect peak times** * **New system installed March 2015** |
| Result of actions and impact on patients and carers (including how publicised):   * **More staff at peak times - quicker response times** * **2 lines for prescriptions in the morning - patients who do not like to leave messages better able to speak to someone** * **New system installation - too early to assess impact but we will be following this up with a patient survey in April 15 to see patients thoughts and ideas for improvements**   **The new system installation was publicised in the waiting room and on the website.** |

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| Priority area 2 |
| Description of priority area:  **Online access** |
| What actions were taken to address the priority?   * **Information in new patient registration packs** * **New display on noticeboard** * **Patient group came into waiting room and discussed with patients whilst they waited** |
| Result of actions and impact on patients and carers (including how publicised):   * **Increased use of online appointments and repeat prescription ordering** * **Telephone lines freed up for patients who do not like online services**   **Use of the website, waiting room noticeboards and PPG meetings to publicise changes.** |

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| Priority area 3 |
| Description of priority area:  **Waiting room (particularly entertainment and distraction for children)** |
| What actions were taken to address the priority?   * **Where’s wally posters on the wall** * **New children’s reading material** * **Children’s play table installed** |
| Result of actions and impact on patients and carers (including how publicised):   * **New children’s corner of waiting room created** * **More material to entertain and distract children** * **Play table proven to be popular** |

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):

**Promoting online access –**

**Ongoing project, this will be continuing particularly with the new element of online access to medical records.**

**Waiting room improvements –**

**This has also been an ongoing project, with improvements to lighting, information screens and seating already completed.**

**Reducing DNA’s –**

**We continue to work on this issue, a new text message number for people to cancel appointments has been set up.**

**Building access –**

**Automatic doors have been fitted to the main entrance and the practice has applied for a grant for further improvements to the entranes to the main building and extension.**

1. PPG Sign Off

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| Report signed off by PPG: **YES**  Date of sign off: **27th 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?  **Direct email or letter contact to patients in groups we don’t hear from (e.g. Deaf patients and housebound patients)**  Has the practice received patient and carer feedback from a variety of sources?  **Yes – email, letter, verbal**  Was the PPG involved in the agreement of priority areas and the resulting action plan?  **Action plans and priorities discussed at PPG meetings.**  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  **There have been improvements to the areas identified in the action plans.**  Do you have any other comments about the PPG or practice in relation to this area of work?  **The practice and patient group hope to continue to work closely together in a constructive way to help improve and refine the service and experience for all patients of the practice.** |