Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Woodbrook Medical Centre

Practice Code: C82070

Signed on behalf of practice: S. Khatun Date: 26 March 2015

Signed on behalf of PPG: C. Machin (PPG Chairman) Date: 26 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: Monthly face-to-face meetings, regular email contact | |
| Number of members of PPG: 6 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 50.07 | 49.93 | | PPG | 66.66 | 33.33 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 18 | 9 | 15 | 14 | 14 | 13 | 9 | 8 | | PPG |  |  |  |  | 17 | 17 | 67 |  | |
| Detail the ethnic background of your practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other white | White & black Caribbean | White & black African | White & Asian | Other mixed | | Practice | 3499 | 41 |  | 740 | 7 | 9 | 24 | 61 | | PPG | 5 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any Other | Not Given | | Practice | 612 | 33 | 118 | 65 | 80 | 28 | 4 | 8 |  | 52 | 9 | | PPG | 1 |  |  |  |  |  |  |  |  |  |  | | |
| 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:  The PPG is widely publicised within the surgery via the media screen, the dedicated PPG noticeboard, suggestions box, the PPG newsletters and also on the surgery website which offers a link to the PPG website too. The PPG are continually trying to find different ways of trying to get new members to join and over the course of the past 18 months we have introduced slips that the GPs hand out to patients and also in the stages of developing a virtual PPG for those patients who cannot commit to a monthly meeting. Our PPG members have also come in on a Saturday flu clinic day to hold a PPG awareness and sign up event. They hope to continue to organise such events outside of the practice to attract more members.  The practice supports the PPG in encouraging representatives from other local services to attend meetings where relevant and we are pleased that we continue to have a regular pharmacist who attends the meetings. The surgery has endeavoured to get representatives from the allocated care home and other local pharmacies to attend. | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Patient Suggestion Box  Patient Survey  Additional Comments page included on survey  Friends & Family Test |
| How frequently were these reviewed with the PRG?  Suggestions box reviewed at monthly meeting  Survey is reviewed annually  Friends & Family Test results reviewed at monthly meeting |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Telephone Access – review the level of telephone access as 48% of patients felt that telephone access to the surgery was “not easy” as the majority of patients still prefer this method to book appointments. |
| What actions were taken to address the priority?  Current telephone system reviewed by management and GPs and also discussed with PPG at monthly meetings which resulted in the decision to install a new system which was completed in March 2015. The online booking service was promoted further on media screens for patients who may not be aware this is available to them and also the additional service of being able to order repeat prescriptions online too. The number of staff answering calls at key times of the day was also reviewed and additional administration staff now answer the telephones in the mornings. |
| Result of actions and impact on patients and carers (including how publicised):  We hope the installation of the new telephone system will provide an improved patient experience as callers will know they have reached the practice and that they are waiting in a queue. The additional staff answering calls should help to reduce the number of patients queuing in the mornings for on the day appointments and the promotion of the online services may enable patients to be able to request appointments or prescriptions without the need for calling in. |

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| Priority area 2 |
| Description of priority area:  Use of Automated Arrivals Machine – patients unsure of how to use machine to check in for appointments |
| What actions were taken to address the priority?  Receptionists asked to advise and help patients to use the machine if they come to the desk to check in and information added the media screens to make patients aware that the service is available. Instructions have also been put up near the machine to help patients know how to use the machine. |
| Result of actions and impact on patients and carers (including how publicised):  Actions publicised via media screens and posters in waiting area and receptionists advising patients on use of machine. |

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| Priority area 3 |
| Description of priority area:  Availability of appointments – difficulties with obtaining appointments on the day |
| What actions were taken to address the priority?  A review of clinic rotas and number of appointments available to book was undertaken, for both on the day and in advance. With the addition of our salaried GPs we were able to ensure that GP shifts were balanced throughout the week and increase the number of later appointments available for after school and work hours. |
| Result of actions and impact on patients and carers (including how publicised):  Increased number of appointments and regular reviewing of rotas at practice meetings. |

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| Priority area 4 |
| Description of priority area:  Waiting Times – patients waiting longer to be seen and awareness of Opening Times |
| What actions were taken to address the priority?  Blocks have been added to clinics to allow clinicians to “catch up” in between patients if they overrun and messages are added to the media screens to advise patients if a clinician is running more than 15 minutes late.  Practice information, including opening times, has always been advertised on the practice website. This has now also been added to the media screens in the waiting room and is also advertised on the PPG newsletters. Any details of closures or changes to opening times are updated on the website and media screens by the Operations Manager. |
| Result of actions and impact on patients and carers (including how publicised):  Increased number of appointments and regular reviewing of rotas at practice meetings. Better promotion of practice information and services via media screens and website. |

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):

Since the PPG was formed they have been fortunate to have achieved membership with NAPP and our PPG members continue to attend regular CCG network meetings to ensure they are up to date with issues concerning the practice and its patients. Some of the successes we have had since the PPG was formed include:

Development and creation of the PPG website, dedicated noticeboard and suggestions box in waiting area

PPG Newsletters (currently working on the 9th issue)

Annual Patient Survey (completed 3rd annual survey recently)

Better communication between practice and patients via the installation of media screens in waiting room

Better promotion of practice and local services and CCG campaigns including Choose Better Campaign

Installation of a new telephone system following on from survey feedback

Improved customer care from the reception team from survey feedback

One of the main focusses of the PPG every year is the completion of the annual survey and involvement in the subsequent report and action plan to ensure that the issues are pertinent to the practice and patients. The PPG have also been involved in discussions for new services such as Electronic Prescribing and online repeat prescription ordering and also wider issues such as the Care.data campaign.

1. PPG Sign Off

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| Report signed off by PPG: Yes  Date of sign off: 26.03.2015  Has the report been published on the practice website? Yes |
| How has the practice engaged with the PPG:  Monthly face to face meetings and regular email contact between meetings  How has the practice made efforts to engage with seldom heard groups in the practice population?  Promotion on media screens, dedicated noticeboard in practice waiting area, PPG newsletters and information leaflets handed out by GPs. Ongoing promotion on practice and PPG websites.  Has the practice received patient and carer feedback from a variety of sources?  The practice have a suggestions box, additional comments section on the annual survey, inclusion on NHS Choices website for patients to rate the surgery services and also the recent introduction of the Friends & Family Test.  Was the PPG involved in the agreement of priority areas and the resulting action plan?  Yes all action points were agreed with PPG members at meeting on 11th March after reviewing the survey results.  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  New telephone system installed for improved access and patient experience, online repeat prescription service now being offered, regular reviewing of appointments system throughout the year which have included an increase in the number of later appointment times available, media screen in waiting rooms providing more information on services offered within practice and in community.  Do you have any other comments about the PPG or practice in relation to this area of work? |

Please return this completed report template to the generic email box – [england.leiclincsmedical@nhs.net](mailto:england.leiclincsmedical@nhs.net) no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.