

Annex D: Standard Reporting Template

[Name] Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Junction Surgery

Practice Code: B85660

Signed on behalf of practice: Dr R Ali

Date: 30.3.2015

Signed on behalf of PPG: Mr David Holmes

Date: 30.3.2015

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

Does the Practice have a PPG? YES / NO											
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face and email.											
Number of members of PPG: Sarah Briggs; David Holmes; Eleanor Ritchie; Wendy Walker; Mark Lancaster; Margaret Wadsworth; Tom Marsden; David Born											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	49%	51%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	50%	50%	PRG	0	0	0	1	1	0	3	3

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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	1927	16			49	10	2	44
PRG	8							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1			8	28	59				9
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:

Practice posters and information on the practice website and leaflet advises that the practice welcomes and encourages participation from all groups regardless of gender, age and ethnic background. Opportunistic recruitment at consultation, especially encouraging young mum, patients from ethnic minorities. Have offered the use of an interpreter where appropriate.

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:

2. Review of patient feedback

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

The practice has had several feedback messages on NHS Choices, all these were discussed and responded to appropriately. Answers to feedback can be seen on the NHS Choices feedback pages. All feedback was discussed during practice meetings and any learning points were taken forward.

How frequently were these reviewed with the PRG?

6 Monthly

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 589 421">Description of priority area:</p> <p data-bbox="203 464 2033 533">To improve patient access to appointments as working families were restricted to appointments during working hours which had a significant impact on their ability to visit a GP.</p>
<p data-bbox="203 649 887 681">What actions were taken to address the priority?</p> <p data-bbox="203 724 1991 793">The practice implemented extended hours which covered 6.30- 8.00pm on a Monday evening and from 7.00am – 8.30am on a Wednesday morning.</p>
<p data-bbox="203 984 1312 1016">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1059 2018 1161">Extended hours were implemented with great success, all our pre-bookable slots for the extended surgeries are booked in advance. The changes were advertised on our web-site, through our patient focus group and our practice leaflet. We also placed posters in reception.</p>

Priority area 2

Description of priority area:

To provide a local rate number as an alternative to the 0844 number.

What actions were taken to address the priority?

The practice provided the local rate number as an alternative to the 0844 number which provides an equitable service to all registered patients.

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

The local rate number was welcomed by patients, however, they did find that the lines were busier than the 0844 number. The changes were advertised on our web-site, through our patient focus group and our practice leaflet. We also placed posters in reception.

Priority area 3

Description of priority area: The practice population expressed a preference for an increase in the number of pre-bookable appointments. Previously the vast majority of appointments were only available on the day.

What actions were taken to address the priority?

We have increased the number of pre-bookable appointments available and these can also be booked via online access. This has received positive feedback, especially for our population cohort who work.

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

Have received positive feedback from our patients, especially in reference to extended hours and pre-bookable appointments which has improved access and made the appointment booking process far smoother.

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):

The practice only participated in the scheme from 14/15.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30.3.2015

How has the practice engaged with the PPG:

The practice has met every 6 months at the surgery to discuss the services and any issues going forward.

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

The practice has targeted seldom heard groups directly and opportunistically through consultation as appropriate.

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

The practice has received feedback via NHS Choices, the surgery web-site, Friends & Family test questionnaires and directly from patients.

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

Yes. The issues were discussed and suggestions made.

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

The patients now have better access to appointments and no longer have to pay additional costs in order to access the surgery.

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

The practice is currently trying to encourage a member of the participation group to chair & minute the meetings.

A members board is being produced whereby photographs of the existing members (with their permission) is to be displayed within the waiting area to encourage patients to contribute to the meetings by raising any issues they have.

It is hoped that once the group is established, members will continue to actively encourage new members and seldom heard members to join.