Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Cottage Surgery

Practice Code: Y00252



Signed on behalf of practice: (D. Harris – Ass. Practice Manager) Date: 16/03/2015

Signed on behalf of PPG: M. Taylor (secretary) Date: 16/03/2015

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 | |
| Number of members of PPG: 12 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 1388 | 1368 | | PPG | 25% | 75% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 522 | 216 | 297 | 361 | 456 | 365 | 324 | 215 | | PPG | 0 | 0 | 1 | 0 | 0 | 3 | 3 | 5 | |
| 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 | 2,584 | 6 | 0 | 74 | 2 | 2 | 0 | 20 | | PPG | 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 | 2 | 13 | 0 | 34 | 15 | 2 | 2 | 0 | 0 | 0 | | PPG | 0 | 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:  Poster in waiting room advertising for all willing patients to apply, posters also put up in the local pharmacy. GP’s and Nurses have all been actively discussing the PRG Group with patients after their consultation (where appropriate in attempt to target individuals from those groups which are under-represented). This issue has been discussed amongst the PRG during meetings but the group is very cohesive at this stage and also has reached the full 12 members as per the constitution. | |
| 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:  N/A | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Feedback from comments box in reception and also FFT. We also carried out a patient survey to encourage feedback. |
| How frequently were these reviewed with the PRG?  All feedback and comments are discussed in quarterly PRG Meetings. |

1. Action plan priority areas and implementation

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| Priority area 1 |
| **Description of priority area:** **Information provided to patients regarding hospital test results**  Based on feedback provided by patients, it was identified that a large proportion felt that they were not provided with sufficient information regarding hospital test results. It was felt by the group that this is largely due to delays from UHL in terms of sending results. |
| **What actions were taken to address the priority?**  Training has been provided for all reception/admin and clinical staff to ensure that Sunquest Ice has been checked for results when they are not available in the Clinical System to reduce any possible delays. |
| **Result of actions and impact on patients and carers (including how publicised):**  We hope that making these changes will encourage a speedy turn-around in terms of making hospital test results available to patients. It is also hoped that by all staff being aware of how to access results on Sunquest Ice that more comprehensive feedback can be given to patients without them having to wait. |

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| Priority area 2 |
| **Description of priority area**: **Prescribing over the telephone**  Based on feedback provided by patients, it was identified that certain individuals were unsure of which medications can/cannot be requested over the telephone with a receptionist. |
| **What actions were taken to address the priority?**  Posters have now been displayed in Reception and also at our local pharmacy, detailing how prescriptions should be requested and the difference between an acute or repeat prescription. The patient information screen in Reception also reiterates this information on a rolling presentation. |
| **Result of actions and impact on patients and carers (including how publicised):**  We have noticed an increase in patients who are requesting prescriptions via the pharmacy and we also hope that with increased awareness, this will no longer be an issue. |

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| Priority area 3 |
| Description of priority area: **Online Services**  Based on patient feedback obtained via the patient survey, it was identified that only half of the patients who responded were aware that they can now order repeat prescriptions on-line. |
| What actions were taken to address the priority?  Posters were put up in Reception and on outer windows and the patient information screen has also been updated to advise patients of how to request repeat prescriptions on-line. Receptionist are now asking patients when they come to reception if they are aware of on-line services and if they would like to register. |
| Result of actions and impact on patients and carers (including how publicised):  We have seen a steady increase in the number of patients registered for online services. This continues to be the case and will hopefully encourage more and more patients to utilise this method of requesting prescriptions and booking appointments. |

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):

**Car Park Development:** It has been identified in previous years, that access to our car park is somewhat restricted (shared entrance) and that this has been a cause for concern for some time. Since this issue was first discussed, we have been fortunate enough to acquire some section 106 monies which has been allocated to solve this problem – we do not have a confirmed date as to when development will commence.

**Patient Communication:** The PRG have discussed patient communication in almost every meeting as a running agenda item. Following on from PRG-led fund raising schemes, the group said that they would like to allocate the funds to purchase a patient information screen for our Reception area. As communication is an ongoing concern, it was felt that a patient information screen would be a more visual/fun way of communicating with our patients and would solve another problem which is an excess of posters on the walls in Reception. We have now purchased the patient information screen and it is regularly reviewed to include up-to date, relevant information for our patients. We have also removed the posters from the walls which has made our reception area look clean and fit for purpose.

**Patient well-being event:** The PRG have also expressed an interest in hosting an event for all patients in the village, which focuses on general health and well-being. It has taken a lot of planning to get to this point, however we have now confirmed a date for this event (May 2015). The event will incorporate games, ice-breakers and general advice on nutrition, weight-control and so on.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 16/03/2015  Has the report been published on the practice website? YES |
| How has the practice engaged with the PPG:  **How has the practice made efforts to engage with seldom heard groups in the practice population?**  We do not seem to have an issue with seldom hear groups in the population.  **Has the practice received patient and carer feedback from a variety of sources?**  Yes, the practice has various methods for patients to provide feedback including a suggestions box, the FFT and the Patient Survey.  **Was the PPG involved in the agreement of priority areas and the resulting action plan?**  Yes, the action plan was produced in collaboration with the PRG (namely M. Taylor – Secretary)  **How has the service offered to patients and carers improved as a result of the implementation of the action plan?**  Patient communication is much clearer – with the patient information screen, all relevant information is displayed for patients and as our waiting area is quite quiet, patients seem to always watch the screen. Also posters have been removed from the walls in the Reception area which creates a much cleaner looking environment and people were not reading them anyway, as there were just too many on the walls.  **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.