

Annex C: Standard Reporting Template

Essex Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Dr Butler & Partners**

Practice Code: **F81215**

Practice website address: **www.dealtreehealthcentre.co.uk**

Signed on behalf of practice: **R Turnbull**

Date: **27.03.2015**

Signed on behalf of PPG: **J Webb**

Date: **27.03.2015**

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

Does the Practice have a PPG? YES / NO	YES
Method of engagement with PPG:	Face to face, Email, Virtual Group
Number of members of PPG:	18

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50	50
PRG	28	72

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	16	11	8	11	17	14	13	10
PRG	0	0	0	0	0	23	44	33

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	99			0.5				
PRG	95							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice					0.5					
PRG					5					

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:

Advertised for members/interested patients to join either the face to face group or virtual group via posters/newsletter/website and on the PPG noticeboard.

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:

No – not applicable

2. Review of patient feedback

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

Suggestion box in Reception
FFT from January 2015
Comments on NHS Choices
Compliments and complaints received from patients
On-line patient survey results

How frequently were these reviewed with the PRG?

Bi-monthly PPG meetings when topics arose relating to services provided

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>GP access</p>
<p>What actions were taken to address the priority?</p> <p>Reviewed GP access and made all bookable GP appointments available on-line. Promoted use of GP telephone appointments. Improved telephone system to let patients know where they are in a queue.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Greater use of on-line booking of GP appointments and telephone consultations. Patient calls are held in a queue and informed of position in queue to prevent re-dialling.</p>

Priority area 2

Description of priority area:

On-line services

What actions were taken to address the priority?

Promoted on-line prescription ordering and GP appointment booking, via website, noticeboard, message on prescription counterfoils and SMS messaging.

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

We now have over two thousand patients registered for on-line services and this number increases weekly with continued promotion.

Priority area 3

Description of priority area:

Patient environment in waiting area

What actions were taken to address the priority?

Reviewed noticeboards, posters/leaflets and information for patients. Assign staff member to regularly review all notices and material in waiting room.

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

Dedicated noticeboards for surgery matters, community services and dedicated PPG noticeboard. Waiting room is now easier for patients to see information in a clear and uncluttered way.

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):

- **New practice booklet provided, detailing opening hours and details of out of hours service and NHS walk in control**
- **Promotion of private interview room for patients to speak to staff in confidence – patients aware of this facility**
- **More use of telephone consultations with doctors**
- **Improvement to telephone system**
- **Blood tests in the community – this has been raised to the CCG (Clinical Commissioning Group) and a review of this facility is under way**

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

We have held regular bi monthly meetings throughout the year and emailed the virtual group.

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

Via our PPG Newsletter and in the local parish magazines and our surgery newsletter.

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

We have a carer on our Patient Group and they regularly feedback any concerns they have.

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

Yes the PPG were involved in the decision making which is recorded in the minutes at every meeting

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

We have made staff aware of needs of carers and we try to ensure carers are recorded/ read coded so all staff aware. Improvements to booking appointments will make this easier. The introduction of patient care plans will be an improvement.

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

The Practice has a very good working relationship with the PPG.