Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Riverside Medical Practice

Practice Code: M82006

Signed on behalf of practice: Tracy Willocks   Date: 19 March 2015

Signed on behalf of PPG: Colin Pope   Date: 19 March 205

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

Does the Practice have a PPG? YES

Method of engagement with PPG: Face to face, and Email, website

Number of members of PPG: 16

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50	50
PRG	60	40

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	14	7	14	13	15	12	13	12
PRG	0	0	1	0	1	31	66	1

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	6441	22	0	428	7	8	14	0
PRG	13	3	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	20	4	24	17	0	19	3	21	0	251
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:

Details about joining the participation group are included in the practice newsletter, the practice website, and a specific information leaflet regarding the group. The meeting date is advertised in the waiting room at least two weeks in advance of the meeting.

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 tried to encourage more patients to join the group, in particular hard to reach groups, this has been by advertising in the patient newsletter, word of mouth and when a new patient joins the practice.

2.   Review of patient feedback

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

We collect feedback through our significant events process which is discussed with the Governance lead and Practice Manager. NHS Choices website is reviewed regularly. As we had a CQC inspection in November, the comment cards from this inspection were reviewed and fed back to the practice. Friends and family comment cards are reviewed monthly and the results published on the practice website.

How frequently were these reviewed with the PRG?

Feedback is discussed at each of the meetings throughout the year. The Friends and Family process was discussed with the PPG in September 2014

3.   Action plan priority areas and implementation

Priority area 1
Description of priority area: Access to appointments – Introduction of Nurse Led Clinic
What actions were taken to address the priority? Following the survey in February 2014 A Nurse Led Clinic was introduced. This was reviewed with the PPG in September 2014 to discuss the progress.
Result of actions and impact on patients and carers (including how publicised): To date a few members of the group had used this service and found it useful and would use again. This is a positive step to help reduce the waiting times for appointments and see the appropriate clinician. We carried out an audit in October 2014, to determine if these patients would have asked to be booked into the GP's urgent same day slots and 60% of the responses showed they would indeed have taken up urgent GP slots & 100 % of patients who returned the questionnaire were happy with the service provided.

Priority area 2

Description of priority area:

On line Access to appointments and prescriptions.

What actions were taken to address the priority?

Discussed with the PPG group to promote on line access

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

One of the members explained how he had found this useful for appointments and prescription requests. It meant that it could be used when the surgery is closed and therefore improves telephone access to patients that do not have access to a computer. We already had access to ordering prescriptions via our website, however with the introduction with Patient online access we promoted this as an alternative option and when registering for this, patients could also book appointments.

In January 2014 we had a total of 536 registered for online access. As at March 2015 we have a total of 666 patirnts registered for this service. We are actively promoting this service.

Priority area 3
Description of priority area: Introduction of care co-ordinator support for patients
What actions were taken to address the priority? The practice care-cordinator attended a meeting to explain her role and how she can be contacted. This was a priority for the PPG to enable patient's needs to met where there is not a clinical need.
Result of actions and impact on patients and carers (including how publicised): The practice is to consider which groups can be set up to help support patients, for example a bereavement group. This will be advertised within the practice and on the website as and when these are developed.

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):

Actions from previous issues has included:

The introduction of GP telephone appointments

The introduction of booking appointments online

Raising awareness of booking appointments 6 weeks in advance, this has been verbally informing patients when booking appointments and will be included as regular reminders in the Practice Newsletter.

The need for a Nurse Led Clinic was as a result of a survey in February 2014 and was actioned as a priority for 14/15. This service has proved successful to date as highlighted in priority 1.

The requirement for a new building is an ongoing priority for the PPG and other patients of the practice.

4.   PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19 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? Newsletter, website and at patient registration.

Has the practice received patient and carer feedback from a variety of sources? Yes, verbal, written, Friends and Family comment cards, practice website and NHS Choices.

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

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

Do you have any other comments about the PPG or practice in relation to this area of work? No