

# Annex D: Standard Reporting Template

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

Practice Name: **Dr Marshall & Partners**

Practice Code: **F81108**

Signed on behalf of practice: Mrs McLean ..... Date: .....

Signed on behalf of PPG: Mr xxxxx ..... Date: .....

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

Does the Practice have a PPG? <b>YES</b>											
Method of engagement with PPG: <b>Face to face, Email, Letter</b>											
Number of members of PPG: <b>19</b>											
<b>Detail the gender mix of practice population and PPG:</b>				<b>Detail of age mix of practice population and PPG:</b>							
%	Male	Female									
Practice	48.3	51.6	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	40	60	Practice	20.4	9.9	14.6	12.9	13.2	11.2	8.9	7.2
			PRG	0	0.07	0.10	0.05	0.05	0.20	0.67	0.31

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	11.9	0.04	0	0.6	0.2	0.10	0.06	0.006
PRG	95	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	0.28	0.09	0.15	0.01	0.08	0.54	0.06	0.07	0.02	0.13
PRG	5	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:

**We advertise for new members for the PRG through:**

**Posters displayed in the Health centre,**

**Information on the Practice website and on the counterfoil section of repeat prescriptions,**

**Information on new patient leaflets,**

**Letters were sent to hard to reach groups i.e. patients in care homes, with learning difficulties, carers.**

**Posters were up in the baby clinic weighing room to try and encourage young Mothers and Fathers.**

**The Doctors and Nurses actively recruit patients who attend the surgery for routine appointments, minor injuries, contraception clinics, travel clinics and baby clinics.**

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. Our population is predominantly White British, however there are representatives from ethnic minorities and young people are also involved.**

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:

**We regularly review the feedback and suggestions from Patients, PRG and Friends & Family Test results. We conducted the GPAQ survey again this year and results are appended. We also take on board patients comments / complaints made in person to members of staff.**

**We have had four PRG meetings this year that addressed issues highlighted by patients, discussed practice priorities and planned changes in the Practice, patient survey results and CQC related issues. Dates of PRG meetings: 24.02.14, 21.07.14, 24.11.14, 02.03.15.**

**Our patient survey was widely publicised and sent out to random patients and those who are hard to reach and was available on the practice website for patients who do not often come into the surgery to complete.**

How frequently were these reviewed with the PRG?

**The results of the GPAQ patient survey were reviewed with the PRG once the results were analysed. All other relevant feedback was discussed at every PRG meeting, at least quarterly.**

### 3. Action plan priority areas and implementation

Priority area 1
Description of priority area: <b>Access to GP services</b>
What actions were taken to address the priority?  <b>Additional questions were put on the patient survey to seek patients views on how to improve access to the GP services:</b> <b>Q 48 If you need a Doctor out of surgery hours which would you do first?</b> <b>Q 49 How important is it for you to be able to see your own GP?</b> <b>Q 50 How important is it that you can pre book appointments up to 8 weeks in advance?</b> <b>Q 51 How important is it that you are able to see any Dr on the day?</b> <b>An extensive review of the appointment system was conducted by the doctors.</b> <b>The Doctors and Practice Manager met on 26.02.15 to review appointment system and discuss the survey results Several changes have been implemented as a result.</b>
Result of actions and impact on patients and carers (including how publicised):  <ul style="list-style-type: none"><li>- <b>Extra appointments added on a Monday</b></li><li>- <b>Introduce a system of staggered release of appointments to ensure adequate appointments are available at different times of the week. PRG have been informed and a poster put up in the waiting area highlighting this.</b></li><li>- <b>Based on the result of survey question 48, ie if you need a Doctor out of surgery hours which would you do first? Only 62% of respondents said they would call the surgery. We have publicised the correct way to contact a GP out of surgery hours, via a message on the counterfoil section of prescriptions, message on website and via posters in reception.</b></li></ul> <b>All actions have been publicised via posters on reception, on the practice website and with the PRG members at our regular meetings. The Practice Manager has made the CCG aware that the report is available to view on our website.</b>

## Priority area 2

Description of priority area:

### **Improving patient experience**

What actions were taken to address the priority?

**We are constantly striving to improve patient experience. We take on board any remarks, comments and suggestions made by patients and institute change as and when the situation warrants. We believe in being proactive and manage bottlenecks in a timely fashion.**

**Our patients have complained that at times they are cut off by switchboard while waiting to be connected to the appointment desk. We identified this as a problem with the switchboard, and the Practice Manager is liaising with NHS Properties – the landlord, to have a switchboard installed which we have been told will happen very soon.**

**We included a question in the survey (Q47) about whether a patient would like to give a reason for attending while booking their appointment. The rationale was that this would perhaps allow the Doctors to be more prepared by updating themselves with the relevant past medical history, and possibly to re-direct the appointment to a different professional.**

**We worked in close collaboration with the CCG to institute measures to improve the care of our patients who are over the age of 75. By offering a face to face assessment and drawing up care plans we believe we can improve patient experience. We are pleased to announce that we now have a full time Care Coordinator who assesses patients over 75 years of age, and are recruiting a second Care Coordinator.**

**As a result of the appointments review, a direct dial hotline has been opened to enable patients to cancel appointments.**

**In response to the survey questions 12, 13 & 14 re helpfulness of receptionists, 2.1% of the respondents felt that the**

receptionists were 'not very helpful', although we were pleased that 97.5% felt that their experience was good or very good. We are holding a customer service training update for all receptionists.

We have taken on board the patients' views to improve the appointment system for phlebotomy and the new system is working better.

There has been a new service for End of Life Care commissioned by the CCG – The 'One Response' service. The Practice is publicising this in the surgery. Also the 'Cruse' bereavement counselling services.

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

- Re Q 47. 60% of patients surveyed would be happy to give the reason why they want an appointment. Due to 40% of respondents not favouring this option, we have decided not to go ahead with this for routine appointments. However we have introduced this for emergency appointments.
- It has been decided to introduce a hotline for patients to cancel appointments. This will benefit the patients as the amount of DNAs should decrease and more appointments should be available to book. A message has been put on the Practice website and a note is being attached to the back of prescriptions. This is also widely advertised via posters at reception and on the appointment booking slips.
- All receptionists will attend a customer service training update

-The appointment system for phlebotomy has been changed and this has been welcomed by all

- Patients who used the One response service and the CRUSE bereavement counselling services have responded positively regarding their experience

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All actions have been publicised via posters on reception, on the practice website and with the PRG members at our regular meetings. The Practice Manager has made the CCG aware that the report is available to view on our website.

### Priority area 3

Description of priority area:

#### **Improving Patient Engagement**

What actions were taken to address the priority?

**Q37. Think about the care you get from your Doctor and Nurse overall, how well does the Practice help you to understand your health problems. 85.4% of patients agree that their Doctor or Nurse encourages them to keep healthy.**

**We understand that promoting healthy living is extremely important in enabling patients to lead long healthy and productive lives. We are lucky that a member of the PRG runs a walking group. This member updated the PRG about their activities and was happy for us to advertise their group in posters in the surgery. They were also willing to start a session for the beginners who may not be able to keep up with the more established walkers. Our members were excited about this as this is a local group.**

**We have encouraged our members to join the bigger Clinical Commissioning Group.**

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

**Improve healthy living with PRG being at the forefront of leading this group.**

**A few of our members are part of the Clinical Commissioning Group (CCG) and one member is part of the Cancer Network Group. We are fortunate that these members feedback relevant information to our group. This means they are proactive in shaping services locally and regionally.**

**All actions have been publicised via posters on reception, on the practice website and with the PRG members at our regular meetings. The Practice Manager has made the CCG aware that the report is available to view on our 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):

- 1. We have a higher percentage of patients who have registered for online prescriptions and booking of appointments**
- 2. We are sending out text reminders to patients who book a Saturday appointment. This is working and we discussed the implications for extending this to all appointments. This would increase pressure on reception because they have to consent patients prior to sending them text messages. All new patients who register are being asked whether they would consent. The other issues are that patients often do not let us know when they change their number and there are confidentiality issues as well.**
- 3. The height, weight and BP machine has worked very well as part of our remote monitoring venture. Patients find this convenient as they don't have to make an appointment with their doctor unless there is a problem. This frees up appointment time and improves patient access**
- 4. We are publicising the services we offer better now. We have recently purchased new poster boards and are in the process of revamping the posters and making it more user friendly**

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **27.03.15**

How has the practice engaged with the PPG:

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

**Letter sent out to the care homes, patients with learning difficulties and information about the Patient Reference Group on the Practice website. Doctors also actively recruited patients who attended their clinics to join the PRG**

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

**Yes, through our practice survey, this is attached. We also run the Friends and Family test and regularly review complaints and suggestions from patients.**

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

**Yes, we discuss all relevant information with our PRG at our regular meetings. The PRG have signed off this template**

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

**The appointment system is being revamped to be more responsive to patient need**

**Receptionists have been encouraged to be keep up their good work and be even more responsive to patient need at all times. Health promotion is being brought to the forefront by the PRG**

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

**We are fortunate to have a very responsible and proactive PRG who are closely involved with the practice and support us in our endeavour to deliver high quality, safe and effective care for all our patients**

**A few of the members of our PRG are also members of the CCG PRG and other patient focus groups. This enables them to feedback to the rest of the PRG, work being carried out in other areas.**

