

Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Anstey Surgery

Practice Code: C82032

Signed on behalf of practice: Linda Smith

Date: 10.3.15

Signed on behalf of PPG: P Robertson-Richie

Date: 23.3.15

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, Other (please specify) Face to Face & E-Mail

Number of members of PPG: 7

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48.44%	51.55%
PPG	1	6

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	18%	8%	12%	13%	15%	12%	12%	10%
PPG					3		3	1

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	6707	17	0	121	47	4	16	13
PPG	0	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	Black	Other
Practice	0	0	0	8	0	8	8	0	0	0	0	0
PPG	0	0	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 displayed in the waiting room
 - Information on the practice website
 - Application form available to download from the practice website
 - Suggestion box in reception area
 - Posters on the local village noticeboard
- The patient group is always looking to recruit new members and advertises this on its noticeboard in the waiting room and via the practice website.
- To complement the PPG there is a virtual PPG, patients can choose which group (or both) that they would like to join.

The PPG is fairly representative of our registered patients in terms of ethnicity however the group is always looking to recruit new members of any age, gender and ethnic group.

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:

2. Review of patient feedback

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

- Patient suggestion box
- Patient Survey – paper
- Patient Survey – online
- Friends and Family Test wef Dec 2014
- NHS Choices

How frequently were these reviewed with the PRG?

The on-line and paper surveys are reviewed annually.

The suggestion box comments are reviewed at every PPG meeting

Friends and Family test comments are to be reviewed at every PPG Meeting

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To reduce patient DNAs (did not attends).

What actions were taken to address the priority?

The surgery implemented the SMS text messaging service and has promoted this service to patients. Mobile telephone numbers and consent to use the service have been actively collected, and all new patients are encouraged to consent to the scheme.

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

This has led to a reduction in DNAs, and has prompted patients to cancel appointments if unable to attend, making the appointment available to another patient. Patients of all ages have embraced the reminder service and it has been welcomed by those patients with carers.

The SMS text messaging service was publicised via the practice newsletter and in-house by reception staff.

Priority area 2

Description of priority area:

Improve the telephone system

What actions were taken to address the priority?

The practice had a new telephone system installed, with an increase in the number of lines and phone extensions within the surgery building, allowing more staff to answer phone calls.

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

The PPG worked with the practice to develop an un-complicated options menu. Patients held in the queue system are reminded of this by an automated message. The increase in telephone lines and telephone extensions within the surgery enable more staff to answer calls. The new phone system implementation was advertised through the surgery newsletter.

Priority area 3

Description of priority area:

Additional seating in the waiting area

What actions were taken to address the priority?

Additional seating was sourced for the waiting room

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

Additional seating was purchased and installed - as these are visible and in use we have not needed to publicise this.

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):

- Telephone System - We installed a new telephone system, increased the number of lines and telephones and extensions within the surgery. The increase in telephones has enabled more administrative staff to answer incoming calls.
- Use of the internet - We have promoted the use of patients using the internet to book and cancel their appointments, order repeat prescriptions online. – Its usage has increased from 9 – 51%. We have done this via the practice website and by promoting its use within the surgery. The practice is enabled for electronic prescriptions and to date over 21% of patients have a pharmacy nomination. We regularly update our practice website to provide useful information and links for patients.
- Test Results – Reception and administrative staff have been taught to use set wording when giving out test results to patients either in person or over the telephone; this has helped to improve the manner in which test results are delivered to patients.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

Has the report been published on the practice website? YES/NO

How has the practice engaged with the PPG:

The practice holds meetings with the PPG aiming for 4 meetings per year.

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

We use the practice website to promote the group, the surgery newsletter and the PPG noticeboard.

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

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? yes

Do you have any other comments about the PPG or practice in relation to this area of work? Working with the PPG has been beneficial, members have also attended the CCG PPG Chair meetings and they have developed a greater understanding of how the practice and CCG commissioning works. Group membership continues to be a challenge.

Please return this completed report template to the generic email box – england.leicincsmmedical@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.