Annex C: Standard Reporting Template

Shropshire & Staffordshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Adderley Green Surgery

Practice Code: M83661

Signed on behalf of practice: Bev Heath Date: 30.03.2015

Signed on behalf of PPG: Date:

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, Email, Other (please specify) Face to face and email | |
| Number of members of PPG: 10 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 948 | 878 | | PPG | 6 | 4 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 381 | 220 | 235 | 231 | 300 | 214 | 157 | 88 | | PPG |  |  |  | 1 | 2 | 2 | 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 | 1760 | 0 | 0 | 4 | 2 | 10 | 1 | 1 | | PPG | 10 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 8 | 5 | 13 | 2 | 7 | 12 | 1 | 0 | 0 | 0 | | PPG |  |  |  |  |  |  |  |  |  |  | | |
| 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 acknowledge that the practice PPG is not a true representation of our practice population as all of our members are white British.**  **All of our patients have the opportunity to join our PPG and this is advertised in our reception area, where we have a poster on display. We also advertise in our practice leaflet and monthly newsletters which are also posted on our practice website and NHS choices website as well as social media.** | |
| 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:  **Ethnic minorities are not represented, nor the age group under 34 years. We have tried to include these patients by advertising our PPG using the methods already outlined.** | |

1. Review of patient feedback

|  |
| --- |
| Outline the sources of feedback that were reviewed during the year:  **Patient Survey**  **Friends and family test**  **Other verbal feedback** |
| How frequently were these reviewed with the PRG?  **Annually – patient survey**  **Friends and family test to be discussed at each meeting** |

1. Action plan priority areas and implementation

|  |
| --- |
| Priority area 1 |
| Description of priority area:  **Sourcing new practice premises/improvements to existing premises** |
| What actions were taken to address the priority?  **Application to NHS England Area Team for improvement grant** |
| Result of actions and impact on patients and carers (including how publicised):  **Proposal would improve access to premises, allow expansion of patient list size, increase capacity to deliver new services. Improve the overall patient experience.** |

|  |
| --- |
| Priority area 2 |
| Description of priority area:  **Request for online appointments for Practice Nurse as well as GPs** |
| What actions were taken to address the priority?  **Practice has activated access to online practice nurse appointments** |
| Result of actions and impact on patients and carers (including how publicised):  **More choice in accessing appointments for nursing staff. This has been publicised in PPG minutes, practice leaflet which are both posted on the practice website.** |

|  |
| --- |
| Priority area 3 |
| Description of priority area:  **Recruitment of additional practice nurse (female) following re-location of current practice nurse and recruitment of male practice nurse.** |
| What actions were taken to address the priority?  **Advert placed, internal email to all practice nurses in the locality** |
| Result of actions and impact on patients and carers (including how publicised):  **Following successful recruitment the practice was able to resume our normal services and cervical cytology clinics. This was publicised in our monthly practice newsletter, practice website and NHS choices 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):

**Action Plan from 2013/2014**

The following areas have been highlighted as requiring action following the patient survey:

Q. How quickly do you usually get to see the Doctor?

**12% of patients said that they had to wait more than 2 working days for an appointment.**

PRACTICE ACTION:

This has been discussed at PPG previously. Further discussions are to be held with reception team at the next practice meeting, as it has been noted that some same day appointments are being booked in advance, thus limiting the availability for patients who wish to book on the day.

**Update: We now have a new reception team who are not using same day appointments for advanced bookings. We have been opening on a Saturday morning as part of the winter pressures scheme.**

Q. How long do you usually have to wait for your consultation to begin?

**12% of patients said that they had to wait more than 20 minutes for their consultation to begin.**

PRACTICE ACTION:

This has previously been discussed at PPG meetings. After speaking to the GP team to ascertain why patients have to wait so long, it was discovered that some patients are coming in with several problems to be discussed in a 10 minute appointment slot. This then causes a knock on effect, making clinics run over the allocated time slots. A poster has been put up in the reception area asking patients to book a double appointment.

**Update- reception are ascertaining from patients if a double appointment is required**

**Q. Which of the following additional opening hours would make it easier for you to access the surgery?**

**17% of patients said that they would like to have appointments available after 6pm and 12% of patients said that they would like to have appointments available on Saturday mornings.**

**PRACTICE ACTION:**

The practice has previously looked at the opening times and now offers 2 early mornings from 7.30am each week. We have also previously offered late night appointments, up until 8pm on a Friday evening, but on auditing the uptake for this was very poor. The PPG and GP team will discuss the possibility of offering additional hours.

**Update – we have been open on Saturday mornings as part of the winter pressures scheme.**

double appointment if they wish to discuss more than one problem. This will be raised with the reception team and staff are to try and ascertain if a longer appointment slot is required at the time of the appointment booking.

**Q. Which of the following additional opening hours would make it easier for you to access the surgery?**

**17% of patients said that they would like to have appointments available after 6pm and 12% of patients said that they would like to have appointments available on Saturday mornings.**

**PRACTICE ACTION:**

The practice has previously looked at the opening times and now offers 2 early mornings from 7.30am each week. We have also previously offered late night appointments, up until 8pm on a Friday evening, but on auditing the uptake for this was very poor. The PPG and GP team will discuss the possibility of offering additional hours.

**Q. Have you visited the practice website?**

**7% of patients said that they have visited the practice website.**

**PRACTICE ACTION:**

The practice will step up on the promotion of the practice website, as it was noted that 82% of patients surveyed do have internet access. Notes will be added onto repeat prescriptions as well as continuing to display posters in reception, practice leaflet and monthly newsletters.

1. PPG Sign Off

|  |
| --- |
| Report signed off by PPG:YES/NO  Date of sign off:  Has the report been published on the practice website? YES |
| How has the practice engaged with the PPG:  **We have regular meetings throughout the year and also correspond by email for those members of the group who cannot attend meetings**.  How has the practice made efforts to engage with seldom heard groups in the practice population?  **We advertise our PPG on posters in reception, monthly newsletters, practice leaflet, practice website, NHS Choices website and facebook.**  Has the practice received patient and carer feedback from a variety of sources?  **Yes, from annual practice survey, national patient survey, friends and family test, verbal feedback and comments left on NHS choices Website.**  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?  **More choice and easier access to appointments.**  Do you have any other comments about the PPG or practice in relation to this area of work?  **The practice and PPG have accepted that it is not easy to try and recruit new members to our group, particularly from the younger and ethnic groups of our population.** |