

Annex C: Standard Reporting Template

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

Practice Name: Central Surgery, Brooksby Drive, Oadby, Leicester LE2 5AA

Practice Code: C82021

Signed on behalf of practice: Kate Walker

Date: 31.03.15

Signed on behalf of PPG: Paul Gibson

Date: 31.03.15

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) Quarterly face to face meetings											
Number of members of PPG: 17											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	4171	4520	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	6	11	Practice	1411	1056	958	996	1349	1031	898	970
			PPG		1	2	2	1	1	5	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	696	41	0	53	15	11	91	25
PPG	16							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1307	244	30	62	62	82	27	1	1	
PPG	1									

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:

Considerable efforts have been and continue to be made to recruit more patients from non white british ethnic origin and patient of working age. We are developing an in-house patient information board detailing the work of the PPG and the practice.

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/NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

No

2. Review of patient feedback

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

Suggestions from our 'Suggestion Box' in the reception area
Suggestions made via our website
Suggestions and queries brought up at our PPG Meetings

How frequently were these reviewed with the PRG?

All feedback is discussed at each meeting as it is a standard Agenda Item

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Tackling the large rate of DNA's</p>
<p>What actions were taken to address the priority?</p> <p>The PPG have raised their concerns regarding the high level of patients not attending the practice for pre-arranged appointments. The Practice advertises the numbers involved each month in the reception area. The issue was discussed at meetings this year and the PPG asked the practice what could be done to tackle this issue. The Practice Manager informed the meeting that the Practice could implement a 'Did Not Attend' Policy. After discussion with the Partners and PPG, it was agreed that from 1st April 2015 such a Policy would be implemented.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>All patients will be advised of its implementation via Practice Newsletters; on the website, via posters displayed in the reception area and by receptionists when making appointments. Informing patients of the time wasted and loss of appointments for other patients will improve access to care levels for the practice.</p>

Priority area 2

Description of priority area:

Continuity of clinicians. The practice has suffered several months of continuity of clinicians due to two Partners having to take long term sick leave and another salaried GP on maternity leave. The practice was left with no alternative but to offer locum cover for the patients. The PPG raised their concerns over the lack of continuity of clinicians and the practice has taken steps to rectify the situation.

What actions were taken to address the priority?

- The appointment of Dr Ursula Montgomery who joins us as a GP Partner.
- The practice has also secured future long term services from two of our regular locum GP's

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

Continuity of care from stable clinicians. Announcement by Practice Newsletter; published on our website and posters displayed within the waiting area.

Priority area 3

Description of priority area:

Demand management

What actions were taken to address the priority?

A total practice review of demand management and service delivery is being undertaken

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

- Better service provision for patients
- More appropriate use of clinical time
- More education for patients on how to use our services.
- Results will be publicised by Practice newsletter; practice website and in-house posters and display information

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):

Improve the organisation of the flu clinics

- We opportunistically immunised patients attending during 'flu season' to reduce the numbers needing to attend a separate flu appointment
- We reduced the number of patients seen in each clinic
- We increased the number of flu clinics
- We reduced the number of patients booked in at the start of the session
- We increased the number of staff available on the day
- We had a GP available to complete overdue health checks for patients

Collaborate with local pharmacies to improve patients' experience of pharmacy-ordered repeat prescriptions, with a view to reducing medicines waste

- We invited Boots and Lloyds to attend practice meetings and PPG meetings
- We subscribed to a local charity called Intercare to recycle unwanted medications

Find ways to reduce patients being overheard in the waiting room

- We had hoped to secure some quotes for sound proofing the front desk, but this proved to be more complex than the practice had initially anticipated.
- We have put up notices at reception advising patients they can talk to a receptionist in a side room if they have a confidential matter.

Communicate with patients

- Produce a practice newsletter 3 times a year to be available in hard copy, on the website and through email circulation and this continues

4. PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: 31st March 2015

Has the report been published on the practice website? Yes

How has the practice engaged with the PPG:

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

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

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

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

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

It is recognised that our PPG Group is not completely representative, and the group continues to focus on reaching out to underrepresented groups, via direct approaches to patients from practice team members, to stating under-represented groups on the practice website.

The practice receives regular feedback from patients and carers via their PPG group meetings as well as from our suggestion box and friends and family test slips.

The PPG were involved in our priority areas for 2014/15 and continue to work with us to develop the delivery of services to our patients.

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