

Annex D: Standard Reporting Template

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

Practice Name: Jo Bennett

Practice Code: J84007

Signed on behalf of practice: J Bennett

Date: 26.03.2015

Signed on behalf of PPG: Peter Pugh

Date: 26. 03.2015

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

Does the Practice have a PPG? YES the Group was formed in February 2012											
Method of engagement with PPG: Face to face, Email, Other (please specify). The group meet every quarterly on the last Thursday of January, April, July and October.											
Number of members of PPG: 14											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	48	52	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	43	57	Practice	12	5	5	8	12	14	20	20
			PRG	0	0	0	0	7.1	35.7	28.6	28.6

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	94	0.14	0	4.89	0.12	0.04	0.04	0.09
PRG	92.9	0	0	7.1	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	0.05	0.04	0	0.30	0.14	0	0.02	0.05	0	0.30
PRG	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:

At the meeting in October 2014 we discussed the balanced of the Group as it was felt the group had become to politically focused and we were not representative of our population. We advertised using posters for new patients to join us and used local schools and noticed boards. The PPG had become light on representation on female younger patients. We have been successful in recruiting to female patients of a working background.

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 a large group of Patients over 65. Therefore our PPG represents this well.

2. Review of patient feedback

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

In February/March 2015 we carried out an annual patient questionnaire. In January 2015 the PPG discussed which questions would be asked. The questions asked were what the PPG felt were most relevant to the surgery at the time and would assist in shaping services in the future.

Questionnaire attached.

How frequently were these reviewed with the PRG? Yearly

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Car Parking at St Helens Medical Centre</p>
<p>What actions were taken to address the priority?</p> <p>Following the outcome of the questionnaire where 36% said it was easy, 52% said it was difficult and 12% said it varies, we have now asked all staff to not park in the Car Park</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>We are monitoring the action taken for 3 months and will then carry out another questionnaire. The results of the questionnaire have been publicised on our website.</p>

Priority area 2

Description of priority area:

Awareness of our services regarding using a Nurse Practitioner.

What actions were taken to address the priority?

The PPG wanted to know if Patients were aware that they could see a Nurse Prescriber instead of a GP as the PPG are aware of the pressures on GPs currently.

In previous meetings we discussed that we thought that confidence was low in patients seeing a Nurse Prescriber and felt it would be good to factually look at this.

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

The result from our questionnaire was that 77% are aware and are happy with the service provided. We will continue to promote patients to see the Nurse Prescribers as this is a valuable resource. Questionnaire and results are available on our website.

Priority area 3

Description of priority area:

Do our opening hours meet the need of our patients

What actions were taken to address the priority?

Questionnaire given to patients to complete. See attached copy.

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

92% that completed the questionnaire answered that our opening hours did meet their needs. This is reassuring. The questionnaire report is publicised on our website and has been reviewed in Clinical meeting with the GPs and other staff members.

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 still need to work on awareness of telephone consultations as 38% still didn't know about GPs telephone consultation and 62% didn't know about Nurse Telephone consultations.
2. We have taken the phone away from the front desk between 9am – 12 noon and 2pm – 5.30pm. Patients didn't like the receptionist being on the phone at front desk as it took them away from customer service at the desk.
3. The partnership has now settled with 4 Partners now in post. Patients are more settled and now know who they are registered with
4. We still need to promote and highlight the service of booking on line. This years survey showed that only 3% of patient had booked on line. We as a surgery really want to focus on this as it is a much quicker and efficient system.

4. PPG Sign Off

Report signed off by PPG: YES via email

Date of sign off: 25.03.2015

How has the practice engaged with the PPG: Quarterly meeting at the surgery and emails.

How has the practice made efforts to engage with seldom heard groups in the practice population? We have at our last PPG mentioned a way of engaging with the teenager group. We would like to explore providing a computer that is set up with useful links and advice for this group of our population.

Has the practice received patient and carer feedback from a variety of sources? Questionnaires, Friends and Families, Complaint and compliments, NHS Choices and Health Watch.

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes at our January meeting the PPG decided on what priority areas we would focus on and signed of the action plan. Minutes are attached

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Due to us listening to our patients and carers we can now offer better access due to making our Care Park more accessible as staff now do not park in the car park.

Do you have any other comments about the PPG or practice in relation to this area of work? We have a very proactive PPG and value this a lot. We will continue to meet every quarter and listen too and act upon their voice.

