

Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: KING EDWARD RD SURGERY

Practice Code: K83012

Signed on behalf of practice: Jon Atkinson Date: 17.3.15

Signed on behalf of PPG: Muriel James Date: 17.3.15

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

Does the Practice have a PPG? YES										
Method of engagement with PPG: Face to face, Email, Other (please specify). We have a traditional PPG Committee and a number of people on our original PRG who are contacted by e mail.										
Number of members of PPG: 73 are in the PRG and 8 are on the PPG Committee.										
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:						
%	Male	Female								
Practice	50.2	49.8	%	<16	17-24	25-34	35-44	45-54	55-64	65+
PPG	45	55	Practice	20	8	16	16	14	10	15
			PPG	0	3	12	24	37	24	34

Detail the ethnic background of your practice population and PPG: NB Provided ethnicity only

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	45	2	0	25	2	1.5	1	2
PPG	43	1.6	0	29	1.6	1.7	1.2	2.1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	5	1	1	1	3	3.5	2	1	0	0
PPG	6	1.7	0	1.1	2.6	4.2	1.4	1.1	0	1.3

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:

All new patients are invited to consider joining the PRG or PPG as part of the registration process. We advertise the role of the PPG on the TV screen and in the waiting rooms. The PPG issue a quarterly newsletter promoting its work. Our KERS website has information about the PPG. In June 2014 The Practice also contacted the local "Healthwatch" to ask for support in identifying and encouraging "hard to reach" patients increase their involvement.

At the original inception of the PRG the Practice

1. A letter was sent from the Surgery to 100+ community groups via the Northampton Volunteer Centre.
2. Posters were designed and displayed in the Surgery inviting patients to join the virtual PPG.
3. The New Patient Registration Form was amended to include a section about the PPG and inviting patients to request information from Reception, who were provided with material to hand to patients.
4. We held circa 1,000 email addresses for patients, and these were written to inviting patients to join the virtual PPG.

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

2. Review of patient feedback

(Component 2 – 30% of payment)

<p>Outline the sources of feedback that were reviewed during the year:</p> <p>PPG ran its own survey during 2014. The National Patient Survey was hoped to be considered but up to date results did not arrive in time for the review. However, the previous national survey results did shape the question priorities for the PPG survey.</p> <p>In addition, the Practice reported to the PPG on any complaint themes from patient complaints and feedback, including comments on NHS Choices.</p>
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How frequently were these reviewed with the PRG?

July 2014 PPG meeting-INTERIM REVIEW

November 2014 PPG meeting-FINAL REVIEW

3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

Priority area 1
<p>Description of priority area:</p> <p>Enabling patients to make appointments with a clinician of their choice more often.</p>
<p>What actions were taken to address the priority?</p> <p>GP Registrars were given more “on the day” duty rotas to enable more routine appointments to be available with the GP Partners.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Early 2015 survey results show that patients “very good” or “good” rating of their ability to see a Clinician of choice has increased from 51% to 54%, and those rating it “poor” or “very poor” has reduced to 8% from 23%.</p> <p>The new patient survey continues and results will be reviewed mid-way through the year, alongside national patient survey feedback due July 2015.</p> <p>It is too early to update patients on these results, though PPG are aware, and an update on this will be added to the TV roll in the waiting room and the website by 31 March 2015.</p>

Priority area 2

Description of priority area:

Improving cleanliness of the surgery

What actions were taken to address the priority?

There is now a monthly management walkaround and audit of cleanliness, and items requiring improvement are communicated to the Cleaning Company. Their actions as a result are audited subsequently.

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

Infection risk is being reduced as the cleaners are correcting problems in a more timely fashion.

An update on this will be added to the TV roll in the waiting room and the website by 31 March 2015.

Priority area 3

Description of priority area:

instituting a process to rectify problems with prescriptions, such as the unavailability of the drugs prescribed.

What actions were taken to address the priority?

The Senior Receptionists will undergo training as a Practice Medicines Co-ordinator. This is due before 31 March 2015.

In the Surgery we have instigated a notice board of medicines which are currently unavailable. Prescribers will be more aware of these items when prescribing.

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

Training has not taken place yet.

An update on this will be added to the TV roll in the waiting room and the website by 31 March 2015.

4. Progress on previous years

(Component 4 – 40% of payment)

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

2013

1. Develop telephone assessment and triage service: A new telephone consultation system was implemented in January 2013. Each morning an afternoon a GP and a Nurse call patients who have requested urgent appointments, and offer appointments on the day or deal with the problem over the phone.
2. Rebalance appointments ahead/on the day: As a result of the action above, more appointments ahead were made available.
3. Promote patient partner/on line appointments: The web site and posters in the Surgery drew attention to the option to use either system via a new Frequently Asked Questions section.
4. Select new telephone system: A new system which replaced the 0844 number with a 01604 number was implemented in May 2014.

2014

1. Change telephone system to 01604 number: Completed May 2014.
2. Advertise and educate patients in on line and other alternatives to calling Reception: Clearer website, TV screen publicity, PPG in Surgery day.
3. Advertise and educate patients about the purpose and benefits of our telephone consultation approach: As above.
4. Building on the changes we have made to the appointments system, audit the system to identify further improvements: Audit completed, changes implemented to use of duty appointments and telephone consultation appointments patterns, for example, there are additional Clinicians on duty on Mondays.

5. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 12.3.15

Has the report been published on the practice website? YES

Please insert web-link to your report: <http://www.kers.org.uk/surveyreport.aspx?p=K83012>

How has the practice engaged with the PPG:

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

- The PPG has held in practice open day in May 2014 raising dementia awareness, and promoted this to carers and patients. They also held a "talking to patients" day in 2014 where they offered help to patients about how best to use our services, for example online services.
- In June 2014 the Practice asked "Healthwatch" for assistance in seeking views of the hard to reach elements of the practice population. This was not fruitful however.

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

Yes, feedback has come from PPG, their survey, the on line survey, NHS Choices comments, Feedback (complaints quickly dealt with), and compliments. Feedback now also includes the FFT.

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes, this was discussed with the PPG Committee and circulated to the PRG for their comments.

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

See comments in priority areas above.

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

No

Please return this completed report template to england.enhancedservices-athsm@nhs.net no later than 31st March 2015. **No payments will be made to a practice under the terms of this DES if the report is not submitted by 31st March 2015.**