

# Annex D: Standard Reporting Template

[Name] Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Paddock and Longwood Family Practice**

Practice Code: **B85042**

Signed on behalf of practice: *Susan Lewis*

Date: 18/3/15

Signed on behalf of PPG: John M Bostock (PRG Chair)

Date: 26/03/15

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

Does the Practice have a PPG? YES / NO <b>YES</b>											
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>face to face and email</b>											
Number of members of PPG: <b>7</b>											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	<b>51%</b>	<b>49%</b>	Practice	<b>24%</b>	<b>10%</b>	<b>15%</b>	<b>15%</b>	<b>15%</b>	<b>10%</b>	<b>6%</b>	<b>5%</b>
PRG	<b>42%</b>	<b>57%</b>	PRG	<b>0</b>	<b>14%</b>	<b>14%</b>	<b>14%</b>	<b>28%</b>	<b>0</b>	<b>14%</b>	<b>14%</b>

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	5585	73	0	80	99	21	57	40
PRG	5							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	80	2310	11	45	160	45	75	27		
PRG		2								

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:

**Advertisement – waiting room, website, handing out leaflets**

**GP approaching members in consultation**

**If any patient complement or complaint to the practice we invite them to join the PPG group**

**Practice Manager – approaches patients who feel may be interested in joining the group**

**The minutes are distributed to the partners after each PPG meeting, and the PM will highlight which target group of patients we need to recruit.**

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:

Yes –Our main population are British representing 57% followed by our racial mix patients of 26% especially the Pakistani population.

We have tried in the past to try and get representation from the young Pakistani population, we are quite proactive with recruiting these patients, but it is retaining them that we have problems with. They attend a couple of meetings and then make their excuses not to attend.

## 2. Review of patient feedback

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

We reviewed our patient questionnaire which we had done at our branch surgery, at a request of the group

We reviewed our responses to the Friends and Family Test

We reviewed comments written on NHS Choices

We reviewed our compliments, comments and complaints

How frequently were these reviewed with the PRG? Each meeting

### 3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 437 584 469">Description of priority area:</p> <p data-bbox="203 512 1912 580">Infection control – The main branch in the previous year had been laminated to comply with infection control, this year we concentrated on our branch surgery</p> <p data-bbox="203 624 1711 655">There was no treatment room curtain when the nurses were examining patients in the main treatment room</p>
<p data-bbox="203 845 887 877">What actions were taken to address the priority?</p> <p data-bbox="203 920 1337 952">The practice has been fully laminated throughout to comply with infection control</p> <p data-bbox="203 995 1986 1027">A track and medical curtain has been installed in the treatment room to maintain privacy when nurses were examining patients</p>
<p data-bbox="203 1219 1312 1251">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1294 1330 1362">The surgery complies with infection control and gives a clinical appearance now The patients have privacy when been examined by the practice nurses</p>

## Priority area 2

Description of priority area:

The appointment system

What actions were taken to address the priority?

The practice has introduced within their appointment system , telephone consultation slots, these are appointments where the GP will call the patient at home or their preferred contact number and conduct a consultation by telephone. This could be a follow up appointment where the GP is feeding back test results or gaining information on the progress of the patient.

The GP will also conduct this kind of consultation where a patient has requested a call back and may just request some advice

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

The patient does not have to come back to surgery and wait, they receive a telephone call at an agreed time

Less follow up appointments needed so more normal appointments created

### Priority area 3

Description of priority area: **Appointment System – lack of on the day appointments**

What actions were taken to address the priority?

**At the main surgery we have just implemented an on” call system”, whereby there is a doctor on call each day. This means they have a full surgery in the morning and at night with “on the day” appointments for patients to be seen on “the day”.**

**When capacity is full the on call GP will triage appointments and action as appropriate**

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

**Patients can access a GP on the day when required**

**There is a GP available triaging patients all day, and directing them to the correct service. This is a relatively new system and the practice needs to advertise this to patients more - ie website, practice leaflet**

## 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):

We have had a group since June 2012.

We have sustained 3 of the original members, throughout this period

The group have a good understanding of how the practice works now and help us to resolve problems and feed back to us better ways of working.

They have been the first to test new ways of working for e.g. prescriptions on line or appointments on line and giving back constructive feedback

Over the last few years they have helped us develop and make our patient questionnaire relevant/ user friendly to patients and reviewed with us and made suggestions on the results and improvement made through them.

We have made several changes to the way we work, changing our appointment system, changing the way we order prescriptions

We have invested money and time in refurbishing both our Paddock and Longwood Surgeries to comply with infection control and keeping it a friendly and pleasant place to work and for patients to attend.

They have helped us have and develop our website, and are going to do some work with us on updating it in the next few months

#### 4. PPG Sign Off

Report signed off by PPG: John Matthew Bostock (PRG Chair)

Date of sign off: 26/03/2015

How has the practice engaged with the PPG:

*Regular Meetings*

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

*There are regular recruitment drives amongst the various groups within the community and, although such recruitment is never Easy there are new faces at meetings on a regular basis*

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?

*We have regular meetings at which all ideas are discussed and at which, PPG members put forward their ideas and those of others they are in contact with as to what improvements are possible and workable. New ideas are always forthcoming. The members have seen the improvements since the start of our group*

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

*It is always good to have extra eyes looking at the way systems work, it seems to me that PPG members' have first-hand experience of the surgery and its workings so face to face meetings with the practice staff are bound to be helpful. We recently had a new recruit who had complained to his GP, when asked, at his first meeting for comment, he said his eyes had been opened somewhat.*