

Annex C: Standard Reporting Template

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

Practice Name: Munro Medical Practice

Practice Code: C83022

Signed on behalf of practice: *S.E. Sella*

Date: *18.3.15*

Signed on behalf of PPG: *PJMA (CHAIRMAN)*

Date: *18.3.15*

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, Post, notices in surgery waiting rooms. website											
Number of members of PPG: 99											
Detail 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	49.5% (9764)	50.5% (9943)	Practice	19.04%	8.75%	14.72%	13%	13.51%	10.73%	10.65%	9.6%
PPG	55.5% (55)	44.5% (44)	PPG	0	0	1%	5%	14%	15%	34%	30%

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	10709	25	8	3669		58	26	81
PPG	83	2		3				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	58	16	20	43	44	21	9	12		4908
PPG	1									10

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:

- Members of the patient participation group have approached patients in the waiting room to explain the role of the PRG and inviting them to join the group.
- Dedicated PRG noticeboard in the waiting room
- Invitations to join the group are on waiting room electronic screen and notice board.
- Email invitations to invite patients to join.
- SMS messaging to invite patients to join.
- Quarterly newsletter details the group and how to join.
- PRG core group members are also involved in the South Lincs PPG cluster group, Healthwatch and the CCG which offer tips on how to promote the PRG

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

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: Not applicable

2. Review of patient feedback

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

- Patient survey – Including individual clinician survey
- Family and Friends test
- Feedback to staff either face to face, from comment forms in reception or on the phone
- NHS choices website
- Healthwatch comments

How frequently were these reviewed with the PRG?

These were reviewed at each meeting every 2 months

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Reducing waiting time for prescriptions, both acute and repeat.

What actions were taken to address the priority?

Electronic Transfer of Prescriptions (ETP) was investigated and introduced. Training was provided for staff and local pharmacies.

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

Prescriptions are able to be sent electronically to a patient's nominated pharmacy. This means no paperwork to go missing and prescriptions can be ready as soon as their nominated pharmacy's procedure allows. This has been advertised on the website and offered to patients through local pharmacies.

Priority area 2

Description of priority area:

Individual clinician surveys

What actions were taken to address the priority?

Following the patient survey in Autumn 2013 where a couple of the results were not as good as we hoped they would be, it was agreed to carry out individual clinician surveys.

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

This allowed a more detailed insight into any areas that may be improved as well as showing the areas that patients considered us to excel at. These results have been published on the surgery website.

Priority area 3

Description of priority area:

Waiting rooms and lack of confidentiality

What actions were taken to address the priority?

We have had an additional feature installed within our telephone/tannoy system which allows us to play music or stream local radio stations into the waiting areas, reception and pharmacy

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

This allows patients and carers to talk freely at reception, dispensary and in consulting rooms safe in the knowledge that their conversations will not be overheard.

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):

- Publicise role of Health Care Assistants. Details have been added to the information screens in reception, in patient leaflets and on the website
- 0844 telephone number has been discontinued and replaced with a local number
- Allocation and signposting of a confidential room
- Introduction of quarterly newsletter produced in conjunction with the PRG
- Automatic and power assisted doors for both main entrance doors and heavy wooden doors into the clinical corridor.
- White lines in car park renewed to help ease congestion.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 18th 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? Through publicising the PRG with posters in the waiting rooms and around the surgery. Emailing and sending text messages to patients. Members of the PRG discussing the role of the PRG with patients.

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? Confidentiality has been improved as has prescription ordering. Patients are much happier with a local telephone number being available. The introduction of automatic and power assisted doors has made access much easier for those in wheelchairs or with prams and pushchairs, as well as those with a physical disability.

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

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.