

Annex C: Standard Reporting Template

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

Practice Name: Addison House

Practice Code: F81181

Practice website address: www.addison-surgery.nhs.uk

Signed on behalf of practice:

Date:

Signed on behalf of PPG:

Date:

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

Does the Practice have a PPG? YES
<i>Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face monthly meetings. Facebook and Twitter, Quarterly Newsletter, by Email PRG application on Practice website, Annual patient meeting</i>
Number of members of PPG:

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	6868	6938
PRG	28	48

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	22	10	21	15	12	9	5	6
PRG								

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	4063	78		1501	73	100	62	84
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	405	192	174	82	253	665	76	110		166
PRG										

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:

We recognise the importance of obtaining patient representation that reflects the age and ethnicity of our practice population and continue to make efforts to recruit members. We promote the patient reference group on the surgery waiting room screens, at reception, on our website, at new patient registration, in our Newsletters, at our annual meeting and recently communication via face book and twitter

www.addison-surgery.nhs.uk

<https://www.facebook.com/pages/Addison-House-Surgery/423950377767548>

<https://twitter.com/AddisonHouse>

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:

2. Review of patient feedback

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

Patient survey results including Friends and Family Test, comments on NHS choices, suggestions on our practice website, Facebook and twitter, patient comments and complaints are discussed at weekly meeting and reviewed annually.

How frequently were these reviewed with the PRG?

Comments and complaints are discussed at monthly meeting, survey results are also discussed

Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><i>Telephone Access</i></p>
<p>What actions were taken to address the priority?</p> <p><i>Review and upgrade of telephone system, increased number of lines with enhanced call queuing function.</i> <i>Monitoring of call logs including waiting time for calls to be answered</i> <i>Additional staff assigned to cover busy periods</i></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><i>Patient are informed of their position in the queue</i> <i>Patient can choose the option to bypass reception for referrals, medical reports and test results</i> <i>Call waiting times have reduced and this has been reflected in reduction of complaints</i></p> <p><i>Waiting room, Newsletter, Website and more recently Social Media</i></p>

Priority area 2

Description of priority area:

Access: Appointments

What actions were taken to address the priority?

Audit of telephone requests for appointments are carried out to ensure patients are offered all access options and staff training arranged where identified.

Appointment of a full time Advanced Nurse Practitioner for minor illnesses

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

Increased number of available same day and advanced appointments tailored to patient needs

Increased number of patients requesting telephone consultations

Increased number of patients requesting appointments with Nurse Practitioner

Reduced number of DNAs

Waiting room, Newsletter, Website and more recently Social Media

Priority area 3

Description of priority area:

Communication

What actions were taken to address the priority?

Introduction of Friend and Family Survey, using text messaging to obtain feedback

Introduction of Social Media to inform our patients of services available and to obtain their views

Review of Newsletter content

Review of practice website

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

Patients and Carers are made more aware of the services we provide and how to access them

Use of Social media to reach a wider selection of our patient population

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):

Patient awareness and understanding of how to book advanced appointments has improved

Dissemination of information to patients regarding our appointment system has improved through auditing and staff training

Patient feedback via Friends and Family survey in February 2015 showed improvement in overall level of patient satisfaction.

3. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

Use of social media towards engaging wider patient population

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

Yes, through Friends and Family test, NHS Choices, comments and suggestion link on the practice website and direct access.

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?

Increased patient satisfaction – friends and family test.

Increased patient awareness of access options for appointments – telephone same day and advanced

Reduced DNA appointments with subsequent increase in availability

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