

Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Penkridge Medical Practice

Practice Code: M83045

Signed on behalf of practice: *A-J Page*

Date: 27/3/15

Signed on behalf of PPG: *R. Goodwin*

Date: 27/3/15

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, Other (please specify) Quarterly meetings with the Practice. The patient group also hold their own meetings. There is also a reference group with whom we communicate via email.																					
Number of members of PPG: 14 members of Patient Link and 86 members for the online reference group																					
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		50		50		0.17		0.09		0.10		0.13		0.15		0.16		0.12		0.08	
PRG		37		63		0.02		0.05		0.10		0.08		0.13		0.17		0.34		0.10	

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	99%	0.1%	0.01%	0.38%	0.14%							
PRG	100%											
	Asian/Asian British								Black/African/Caribbean/Black British		Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other		
Practice	0.18%	0.06%		0.13%								
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:												
Patient Link are always seeking to gain new members for the group, particularly targeting local groups in the areas. It is recognised that often people don't want to commit to attending meetings and so once a year Patient Link have a stall at the Penkridge Fun Run day where they raise awareness of the group and encourage membership to the online reference group.												

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:

2. Review of patient feedback

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

Patient Link has a comments box in the reception and this is monitored by them on a monthly basis. Any comments received are passed on to the Practice.

Comments are received via a comment box on our website.

Patient Link undertook a local patient survey. This included patients attending the surgery.

Feedback from Friends and Family has been included since January 2015.

How frequently were these reviewed with the PRG?

For Patient Link quarterly and with the online reference group annually.

3. Action plan priority areas and implementation

Priority area 1	
Description of priority area: Expand online options for patients.	
What actions were taken to address the priority? Continued with the rollout of online booking of appointments. Migrate the online repeat prescription request service to the secure Patient Access facility. Moved to Electronic Prescribing 2.	
Result of actions and impact on patients and carers (including how publicised): Patients have the opportunity to book appointments without having to contact the surgery. Repeat medication can be requested online and patients can indicate if they wish to collect their prescription from the chemist. Patients can now nominate a chemist of their choice and have their prescriptions sent electronically. These services have been publicised in the waiting area on notice boards and using the electronic message board. Services are also publicised on our website.	

New patients are given logins for the Patient Access system when they register.

Time permitting and when appropriate staff have spoken to patients and made them aware of these services.

The local chemist was involved in making patients aware of EPS2.

Priority area 2	
Description of priority area: Due to a retirement the Practice was no longer able to offer certain contraceptive services.	
What actions were taken to address the priority? Discussed with neighbouring practices and CCG regarding the referral of patients. Sourced local training so that the service could be offered as soon as possible.	
Result of actions and impact on patients and carers (including how publicised): Referral to local practices was agreed. Patients are offered a choice when consulting the GP Training places are limited locally – GP has been put on a waiting list (shortage of places has been highlighted to CCG)	

Priority area 3
Description of priority area: It was highlighted that direction notices in the surgery were too small and patients could not see them easily.
What actions were taken to address the priority? Larger print notices were produced and put up in appropriate places.
Result of actions and impact on patients and carers (including how publicised): From the waiting room chairs patients are able to see in which corridor their GP is located. Patient Link have a 'You Said ... We did' notice on their bulletin board.

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):

In previous years improvements that have been made are:-

Introducing text messaging to remind patients they have a booked appointment.

Routine appointments for each GP that become available approximately 3 days in advance.

Invitations to the flu clinics sent out in batches so that the phone system is not overloaded with booking requests.

More information available for patients letting them know which days GPs work and whether they are full or part time.

Improved patient handbook, developed by Patient Link.

Patient Link involved in the development of the complaints form – making it more patient friendly.

4. 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? Patient Link try to tap into local community groups and gain feedback. They also attend local events. PPG held an event open to all patients to give a presentation about the current structure of NHS with emphasis on role and priorities of the local CCG. 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? Patients have more options on how to book appointments and communicate with the surgery. Bookings and requests can be done out of surgery hours. Do you have any other comments about the PPG or practice in relation to this area of work? No

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