

Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Eastbury Surgery

Practice Code: E86028

Signed on behalf of practice:

Date: 26.05.15

Signed on behalf of PPG:



Date: 13 March 2015

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

Does the Practice have a PPG? Yes.

Method of engagement with PPG: Bi-monthly meetings with its Executive Committee, attended by a senior Partner of the Practice and its Practice Manager, and e-mail.

Number of members of PPG: 256

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48	52
PPG	44	56

Detail of age mix of practice population and PPG:

%	<9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+
Practice	11	11	9	13	16	13	11	8	7	1
PPG					18-44	45-64	65-74	75+		
					69	14	12	5		

Our age groupings differ from those on the given template therefore ours are shown above.

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	39	1	0	1	1	1	5	5	
PPG	72	0	0	10	0	0	17	1	

	Asian/Asian British				Black/African/Caribbean/Black British				Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	4	12	1	8	12	5	2	2	0	0
PPG	0	0	0	0	0	0	0	0	0	0

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:

Membership of the PPG is open to all registered patients over the age of 18 without discrimination. All new patients are given a PPG joining form with their registration pack and are therefore free to join or not as they choose.

<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?</p> <p>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

<p>Outline the sources of feedback that were reviewed during the year:</p> <p>Complaints/comments received by telephone, by letter, verbally and summaries of responses to the Friends & Family Test. Relevant issues raised are reviewed by the PPG executive committee and the Practice.</p>
<p>How frequently were these reviewed with the PPG?</p> <p>Where relevant these are discussed in the bi-monthly PPG Executive Committee meetings.</p>

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To improve the appointments system.

What actions were taken to address the priority?

The Surgery has implemented a system whereby patients are reminded of their appointment by text messaging wherever possible. The automated phone system allows patients to leave a message to cancel their appointment. Saturday morning appointments are open to all patients for whom this is more convenient.

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

A reduction in the number of patient complaints due to more appointments being offered. Publication of this facility has been made through PPG newsletter, the Practice website and noticeboards in the Reception area.

Priority area 2

Description of priority area:

To aim to provide out-of-hours access to a doctor.

What actions were taken to address the priority?

The Practice has joined a Network consisting of 12 neighbouring Practices with a combined patient population of 68,800. The scheme is designed initially to provide continuity of care at weekends for the "at risk" patients, and over 75s population identified through risk stratification and care planning in our constituent Practices. This new service will be run by general practitioners employed to work weekend shifts and on bank holidays.

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

Because of its only recent inception this new service has not yet been publicised nor its impact assessed.

Priority area 3

Description of priority area:

To address the issue of the number of unkept appointments (DNAs) - approximately 1,920 a year.

What actions were taken to address the priority?

The Practice has facilitated the timely cancellation of appointments by (a) text messaging reminders of appointments and (b) publication of the need to cancel appointments on noticeboard and in Newsletters and on the Practice's website.

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

It is too early to assess the impact of our actions since it has not yet been possible to compare the number of DNAs over a significant period, but it is to be expected that patients will find it easier to make appointments in consequence of others' cancellations.

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):

2013/14

Repeat prescriptions

The Practice has implemented electronic means for patients to request repeat prescriptions; the systems used appear to be working satisfactorily in most cases.

Confidentiality within the waiting area

A room for confidential discussions with the Receptionist can be made available at a patient's request.

Triaging

Telephone triaging by the duty doctor is available.

2012/13

Wider representation on PPG

Membership of the PPG has almost doubled since 2012/13.

4. PPG Sign Off

<p>Report signed off by PPG: YES</p> <p>Date of sign off: 13th March 2015</p>
<p>How has the Practice engaged with the PPG:</p> <p>Bi monthly meetings with PPG executive committee.</p> <p>How has the practice made efforts to engage with seldom heard groups in the practice population?</p> <p>Other than the PPG the Practice does not have any formal or informal groups.</p> <p>Has the practice received patient and carer feedback from a variety of sources?</p> <p>Yes, via the Friends and Family Test and surveys emanating from the Over 75 Weekend & Bank Holiday Contact and Visit Service run by GP Network.</p> <p>Was the PPG involved in the agreement of priority areas and the resulting action plan?</p> <p>Yes, the PPG has been instrumental in the preparation of reports such as this.</p> <p>How has the service offered to patients and carers improved as a result of the implementation of the action plan?</p> <p>The overall prescription service has improved following audit and recommendations made by the PPG. Saturday Surgery opening times were extended to include all patients rather than a specific group. Although already improved, the website is subject to further development in collaboration with the PPG.</p>

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

If "this area of work" refers to REPORTING to NHS England in conjunction with the PPG, then we feel that the reporting requirements and data analysis need to be harmonised within the various reporting forms, such as ethnicity questions in this report and in the Friends & Family Test are not co-ordinated, neither do they correlate to the way that Practices collect and keep data.

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