Annex D: Standard Reporting Template

Kent and Medway Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: DR SHORT & PARTNERS (REDWOOD PRACTICE)

Practice Code: G82185

Signed on behalf of practice: Christine Bright (Practice Manager) Date: 30th March 2015

Signed on behalf of PPG: Janet Walker Date: 30th March 2015

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

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| Does the Practice have a PPG? **YES** | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) **Regular PPG Meetings, email exchanges (useful information ie. local meetings, Healthwatch updates etc. are also emailed to all our members in between meetings.)** | |
| Number of members of PPG: **12 (plus Practice Managers and a GP)** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49% | 51% | | PRG | **33%** | **67%** | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 19 | 9 | 13 | 14 | 15 | 12 | 10 | 8 | | PRG | 0 | **8** | 0 | 0 | **17** | **8** | **17** | **50** | |
| 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 | 4158 | 25 | 0 | 795 | 4 | 5 | 5 | 85 | | PRG | **11** | 0 | 0 | 0 | 0 | 0 | **1** | 0 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 206 | 16 | 73 | 46 | 160 | 151 | 20 | 58 | 0 | 125 | | PRG | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| Ethnic Group not recorded: 2911  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:  **As last year, each clinician has been asked at regular intervals to suggest patients to join our PPG Group.**  **Regarding age representation, our PPG consists of mostly patients in the upper age brackets and this year we have concentrated on trying to contact and recruit younger patients. We have not had much success in this but will continue to try and recruit younger members.**  **We continue to advertise the PPG on our dedicated PPG noticeboard in the waiting room and by notices in reception, our practice leaflet (which is given to all new patients registering with us) and on our practice website.** | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:   1. **A Patient Survey conducted in the first part of the year which asked patients to identify areas for improvement within the practice.** 2. **Feedback has been received from The Friends and Family Test which was introduced in December 2014 by NHS England as a way for practices to gain feedback and comments from the practice population.** 3. **Comments from the suggestion box at the practice.** 4. **Comments and suggestions from PPG members at meetings.** |
| How frequently were these reviewed with the PRG?  **Results and comments from the Friends and Family Test are recorded by the practice on a monthly basis and are therefore reviewed at each PPG Meeting.** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: **Practice Telephone System**  **Patients complaining about the difficulty of getting through to the surgery by telephone to make appointments has been a major problem this year.** |
| What actions were taken to address the priority?  **The Practice recognised that our current telephone system is not adequate for the increased volume of patients and telephone calls. Quotes were obtained for a complete new telephone system that better serves the size of the practice.** |
| Result of actions and impact on patients and carers (including how publicised):  **A new telephone system specially designed for GP practices has been ordered and is due to be installed at the beginning of April 2015.** |

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| Priority area 2 |
| Description of priority area: **Vision Online**  **We have been trying to increase the number of patients registering for online services (for booking appointments online and ordering repeat prescriptions) as we feel that this service helps both our patients and reduces the telephone calls and workload for our staff.** |
| What actions were taken to address the priority?   1. **New patients registering with the practice are all given VOS Registration Forms** 2. **The service is advertised on our noticeboard and practice website** 3. **VOS Registration Forms are available on the reception desk** |
| Result of actions and impact on patients and carers (including how publicised):  **We now have 1,089 patients registered for online services. Our PPG members are updated with our progress at our PPG meetings.** |

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| Priority area 3 |
| Description of priority area: **The need for additional consultancy rooms for extra GP/Nursing Clinics**  **As a practice with nearly 9,000 patients the need for extra space in the health centre in order to hold more clinics to meet the demands of our patients has become a major problem.** |
| What actions were taken to address the priority?  **We contacted NHS Property Services with a view to the possibility of renting spare rooms that were available on the upper floor of our health centre in order for us to be able to carry out extra GP and nursing clinics.** |
| Result of actions and impact on patients and carers (including how publicised):  **NHS Property Services agreed to this and we now have the use of two consultancy rooms on the upper floor of the building for two days a week which allows us to carry out the much needed extra clinics for our patients.** |

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):

**Our two main issues that have been raised in previous years are Car Parking (the lack of car parking spaces at the Health Centre) and the difficulty in getting through to the Practice by telephone.**

**CAR PARKING**

**The car parking situation has been on-going for many years and although there is little that can be done, the practice has looked into extra car parking within the local vicinity. The local Masonic Centre and Catholic Church have been approached by the Health Centre in previous years with a view to using their car parks, but unfortunately neither are happy to agree to this, with the use of their facilities expanding all the time.**

**The car park is due to undergo a major refurbishment in the near future. This will not give any extra spaces but with the white lines being redone and the drains being repaired, the spaces that are available should be more accessible.**

**TELEPHONE SYSTEM**

**As outlined earlier, we are having a brand new telephone system installed at the beginning of April which should greatly improve telephone access to the Practice.**

1. PPG Sign Off

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| Report signed off by PPG: YES/NO **YES**  Date of sign off: **30th March 2015** |
| How has the practice engaged with the PPG: *The Practice has engaged with the PPG via regular PPG meetings and via email exchanges.*  How has the practice made efforts to engage with seldom heard groups in the practice population? *The Practice does not have any seldom heard groups in our population that require special attention.*  Has the practice received patient and carer feedback from a variety of sources? *The Practice has received patient and carer* *feedback from a patient survey conducted earlier in the year, the Friends and Family Test, comments from a suggestion box and from comments discussed at our PPG meetings from our members.*  Was the PPG involved in the agreement of priority areas and the resulting action plan? *Yes, the priority areas and action plan has been discussed with our PPG.*  How has the service offered to patients and carers improved as a result of the implementation of the action plan? *The new telephone system is being installed at the beginning of April which should greatly improve telephone access to the practice. Vision OnLine has made the booking of appointments easier for patients and our reception staff. Extra consultancy rooms has allowed us to carry out extra clinics in order to meet the demand of our patients.*  Do you have any other comments about the PPG or practice in relation to this area of work? *We have an excellent and very positive PPG group and receive constructive contributions from our members. We will continue to try and recruit new members particularly in the younger age brackets.* |