Annex D: Standard Reporting Template

[South Yorkshire and Bassetlaw ] Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Manor Field Surgery

Practice Code: C87620

Signed on behalf of practice: Dr R Van Der Lijn Date: 19th February 2015

Signed on behalf of PPG: Signed Off by patient CW Date: 19th February 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)  **Face to Face** | |
| Number of members of PPG:  **15** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 3138 | 3221 | | PRG | 5 | 10 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1394 | 604 | 865 | 774 | 888 | 774 | 579 | 481 | | PRG |  |  |  | 3 | 2 | 2 | 7 | 1 | |
| 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 | 5793 | 5 | 1 | 100 | 5 | 4 | 2 | 8 | | PRG | 14 | 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 3 |  |  | 3 | 13 | 13 |  | 5 | 1 | 6 | | 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:  **PPG is advertised in the practice leaflet, website and waiting room and patients are encouraged to join the group.**  **GPs may also personally invite patients to attend the PPG. Despite actively trying to encourage attendances from the younger population, this has proved difficult to achieve.** | |
| 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:  **Feedback posted on Choices Website - (3 comments in past year)**  **Feedback contained in the Healthwatch Report – (5 comments)**  **Compliments and Suggestions Forms – (3 comments)** |
| How frequently were these reviewed with the PRG?  **These were reviewed twice yearly at the PPG Meetings** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  **Improved Access for patients who work or who need an early morning appointment** |
| What actions were taken to address the priority?  **Two of the GPs have introduced earlier morning clinics starting at 8.00 am** |
| Result of actions and impact on patients and carers (including how publicised):  **The early morning appointments have been well accepted by patients in the practice and are always used. The revised hours have been publicised in the practice leaflet and on the website. Patients are informed about the early morning slots if they ring to request an early appointment.** |

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| Priority area 2 |
| Description of priority area:  **Restructure of the Nursing Team to allow better access** |
| What actions were taken to address the priority?  **The practice has introduced a better tiered nursing team by increasing the number of HCA hours over 5 days to provide more access to routine and urgent bloods and other HCA procedures. A new practice nurse has been recruited with skills in Asthma/COPD to address lengthy waiting times for patients to see a respiratory nurse. This has released extra time for the nurse practitioner to undertake more minor illness clinics and help with access to a GP.** |
| Result of actions and impact on patients and carers (including how publicised):  **Patients can now access a HCA on five days per week from 8.00 am to give more flexibility to patients who work or who need an early morning appointment (especially for fasting bloods). Nursing hours have been extended to provide more late afternoon/evening surgeries over five days per week to give patients more choice of appointment time and reduce the waiting time to see a nurse for respiratory reviews. The nurse practitioner is introducing additional minor illness clinics to complement the GP role in seeing conditions within her remit which would otherwise have been seen by a GP. Receptionists always ask patients what the problem is in order to book with the most appropriate clinician. Patients are informed of availability at the time of booking and the nursing hours are advertised in the practice leaflet and on the website.** |

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| Priority area 3 |
| Description of priority area:  **Introduction of a practice periodic newsletter to inform patients about recent topics/events, seasonal and statistical information, Friends and Family test feedback and other updated information about the practice.** |
| What actions were taken to address the priority?  **The practice considered what would be useful to be contained in the newsletter, taking into account patient suggestions at the PPG meeting. We looked at examples of newsletters from other practices and created a newsletter template which can be updated periodically to reflect the different seasons and how patients may be affected (i.e. winter pressures, flu campaign, heat wave) and general information on what is happening in the practice.** |
| Result of actions and impact on patients and carers (including how publicised):  **The newsletter will be available in hard copy format on the reception desk and electronically on the practice website and will provide additional information to that contained in the practice leaflet to help patients get the best out of their GP surgery. It is planned to update the newsletter on a quarterly basis.** |

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):

Last year the practice implemented Online Services in order to offer a different mode of contact which has been accepted very well by patients with 11.5% of patients now registered for online services. A new practice website was introduced (with links to online services) and contains other useful information about the practice, seasonal information etc. It was suggested at the PPG meeting that information be added to the website about blood/organ donation, and this has also been done.

In 2012/13 the practice implemented SMS text messaging to remind patients to attend their appointments which is working very well and has helped to reduce the number of ‘Did Not Attends’. Receptionists are pro-active in checking that patient details are kept up to date, especially with regard to mobile phone numbers.

In 2011/12 the PPG suggested that the practice create a Directory of non NHS Services. This has been found very useful and is available in hard copy on the reception desk and this year has been added electronically to the practice website.

1. PPG Sign Off

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| Report signed off by PPG: **YES**  Date of sign off: **19/02/2015** |
| How has the practice engaged with the PPG:  **The practice has engaged with the PPG twice yearly (November and February) through face to face meetings**  How has the practice made efforts to engage with seldom heard groups in the practice population?  **The practice advertises the PPG in the waiting area and on the practice website. The GPs may personally ask patients if they wish to join the group (including patients in seldom heard groups)**  Has the practice received patient and carer feedback from a variety of sources?  **The practice has received patient and carer feedback from i) Choices Website 2) Healthwatch feedback 3) Comments and Suggestions Forms completed by patients**  Was the PPG involved in the agreement of priority areas and the resulting action plan?  **The PPG was involved in the agreement of the three priority areas and resulting action plan through the face to face meetings – Minutes available on request**  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  **The service now offers better access to patient appointments and improved communication with patients as a result of the implementation of the action plan**  Do you have any other comments about the PPG or practice in relation to this area of work?  **The practice will continue to monitor its appointment system with regard to access.** |