

Annex D: Standard Reporting Template

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

Practice Name: Highland Surgery

Practice Code: M83140

Signed on behalf of practice:

Date: 30/3/2015

Thaenavara

Signed on behalf of PPG: *Evell*

Date: 30/3/2015

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

Does the Practice have a PPG? YES

Method of engagement with PPG: Face to face, Email, Other (please specify) Regular face to face meetings. Email.

Number of members of PPG: 8

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1947	2053
PRG	3	5

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	685	365	477	464	585	531	418	475
PRG						7	1	

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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								
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British		Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Any other
Practice									
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:

The group has encouraged representation of all ages and ethnic groups by way of posters advertising the P.P.G. in the reception area. Also, encouraging patients to join the group by face to face communication through the patient survey.

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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:

No

2. Review of patient feedback

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

Patient Survey carried out in November 2014.

The reviews are as follows: The overall satisfaction with the Practice was 33% thought very good, 44% excellent and 22% good. 73% were happy with the G.P. of their choice. Satisfaction with access to Doctor or Nurse was 28% excellent, 30% very good, 25% good 12% fair and 5% poor. Repeat prescription satisfaction was 43% excellent, 33% very good, 18% good. Obtaining test results 31% excellent, 38% very good, 23% good, 8% fair/poor. Satisfaction with staff 33% excellent, 40% very good, 20% good 3% poor/fair.

How frequently were these reviewed with the PRG? Still in progress review in May 2015 (6 monthly)

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Appointments

What actions were taken to address the priority?

We have addressed the appointments system as we seem to be lacking availability. This is to offer patients a better service regarding access.

G.Ps have three extra appointments on each session. We also have a nurse prescriber (permanent locum) who is invaluable and takes pressure off the GPs therefore indirectly giving more free appointments. The doctor's and nurse prescriber are always available for telephone triage.

Result of actions and impact on patients and carers (including how publicised):
The impact on patient can only improve the situation.
Telephone contact with patients is self explanatory.

Priority area 2

Description of priority area:
D.N.A. appointments

What actions were taken to address the priority?

D.N.A. results are publicised on the P.P.G notice board.
Telephone follow up as to why the patient d.n.a. takes place on a regular basis.

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

An audit is carried out to access any trends.
As above and followed up after three d.n.as with a letter asking for an explanation.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30/3/2015

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How has the practice engaged with the PPG:

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

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

Was the PPG involved in the agreement of priority areas and the resulting action plan?

How has the service offered to patients and carers improved 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 has approached the local traveller community to involve with the P.P.G which unfortunately was declined.

Yes from the patient survey.

Yes.

The appointment system has improved.

To continue improvement of services to 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):

The group has only been running for 15months therefore we are unable to do a comparison.
A virtual participation group is in the process of set up.

Priority area 3

Description of priority area:
Practice Survey

What actions were taken to address the priority?

A detailed survey took place by the P.R.G. where 150 survey forms were handed out to patients. The information was collated and put into booklet form and displayed in the waiting room.

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

The results are on the website and the survey will be repeated in May 2015.