

Annex D: Standard Reporting Template

South Yorkshire and Bassetlaw Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Victoria Medical Centre

Practice Code: C85033

Signed on behalf of practice: *Denise money*

Date: 10/03/15

Signed on behalf of PPG: *Caffrey Spaight*

Date: 4. 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: Face to face, Email, Other (please specify) Face to Face/Emails (Virtual Group)																																					
Number of members of PPG: 10																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">48%</td> <td style="text-align: center;">52%</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">30%</td> <td style="text-align: center;">70%</td> </tr> </tbody> </table>	%	Male	Female	Practice	48%	52%	PRG	30%	70%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">20%</td> <td style="text-align: center;">9%</td> <td style="text-align: center;">14%</td> <td style="text-align: center;">14%</td> <td style="text-align: center;">15%</td> <td style="text-align: center;">11%</td> <td style="text-align: center;">9%</td> <td style="text-align: center;">8%</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">1%</td> <td style="text-align: center;">99%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	20%	9%	14%	14%	15%	11%	9%	8%	PRG	0%	0%	0%	0%	0%	0%	1%	99%
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Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups				Polish
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed	
Practice	89%	1%	0%	1%	0%	0%	0%	0%	1%
PRG	100%	0%	0%	0%	0%	0%	0%	0%	0%

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%
PRG	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:

The following methods were used to encourage both virtual and face to face members.

New Patient Questionnaire

Practice Leaflet

Social Media

Posters in the waiting room

Local On-site Pharmacy

Patient B-Sides

Website

Staff actively promoting the groups

Advertised in the Health Promotion Room to engage with Families and younger people

Advertised within the Ante-Natal Clinics

Advertised within the Substance Misuse Clinic

Advertised in Carers Corner

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**

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

See above – Advertised in all appropriate places.

2. Review of patient feedback

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

GP Survey
Complaints/Compliments Box
Web sites
Suggestions Box

How frequently were these reviewed with the PRG?

Reviewed at the PRG meeting Annually

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Access

What actions were taken to address the priority?

- Ran searches on the current Practice Population to establish the practice percentage who were signed up for internet access
- Ran searches to establish the percentage of patients who were on repeat medications
- Surveyed new patients registering to see if they would have preferred to download a Registration Pack from our Website
- Clinical System - availability of Medical Records Viewer (access to information within Care Records)

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

- Increased promotion of Internet Access improved the Percentage of patients signing up to the service
- Electronic Prescription Service Introduced and a rapid uptake in patient nominations
- As a result of the Survey on New Patient Registration Packs - We intend to implement a PDF File hyperlinked to the website
- Medical Records Viewer Module Activated

Above Services Publicised by:

- Actively promoted by all staff encouraging patients to sign up
- Advertised on Patients Registration Packs
- Advertised within Patient Leaflets
- Waiting Room Advertisements
- B-Side Advertisements
- EPS Leaflets and Nominations obtained by Reception Staff and Local Pharmacies
- Websites
- Social Media

Priority area 2

Description of priority area:

Carers

What actions were taken to address the priority?

- Reviewed the current Carers List
- Generated by Patient Suggestion/Comments/Complaint
- Reviewed the materials/information we provided for carers
- National Programme Year Of Care

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

- Created a 'Carers Corner' both in our waiting room and on our website
- Actively encouraged patients to notify us if they are carers. Ensured patients that were carers were coded correctly within the clinical system so we could easily identify them and allow us to create an up to date carers register
- Offered referrals and signposted Carers to other agencies for them to access the required support
- Clarified out of area registrations procedures for out of area care homes to ensure continuation of care
- Year of Care Training for all Clinical Staff

Priority area 3

Description of priority area:

Restructuring the way Patients Obtain Results

What actions were taken to address the priority?

We audited how many patients booked routine appointments to obtain results from investigations that were normal
Questionnaire – Preferred method of obtaining results
SMS & Clinical System
Reviewed results policy

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

Consent obtained/declined by read coding patient records each time the patient is sampled
Reduced the number of patient booking routine appointment for results
Reduced telephone demand
Patients can now access the results of the investigation more conveniently by SMS Message if chosen

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):

Cancellation Line	Implemented
Hotdesker	Implemented
2nd Telephonist	Implemented
Privacy Room	Implemented
Named GP for 75's and over	Implemented
RS & AUA Care Plans	Implemented
70's Housebound	Implemented
Loop Induction System	Implemented
Baby Change and Feed Room	Implemented
Extended Hours	Implemented
Monthly Educational Workshops	Implemented
Campaign to Promote Internet Access	Implemented
Appt Cards revised to inc Cancellation Line Number	Implemented
Alteration to Waiting Room Seating Configuration	Implemented
Car Park Access	Implemented
Seated Weighing Scales	Implemented
Changes to the appointment system	Implemented
Continual migration to electronic systems rather than paper based	Implemented
SMS Messaging for appointment/results	Implemented

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **26/3/2015**

How has the practice engaged with the PPG: **By letter/email and regular meetings**

How has the practice made efforts to engage with seldom heard groups in the practice population? **See page 2**

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? **See Priority Areas**

Do you have any other comments about the PPG or practice in relation to this area of work? **The PPG would like to encourage expansion and diversity, which up to now we have not achieved despite advertising to all patient groups.**