

Annex D: Standard Reporting Template

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

Practice Name: Glebedale Medical Practice

Practice Code: M83028

Signed on behalf of practice: *K Moore* Date: 05/03/15

Signed on behalf of PPG: *J Downie* Date: 05/03/15

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											
Number of members of PPG: 15											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	3685	3740	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	7	8	Practice	1637	743	1240	1004	982	696	664	459
			PRG	0	0	0	2	1	3	7	2

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	6278	13	0	242	10	16	6	51
PRG	15	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	63	87	20	39	62	75	6	37		420
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 practice and the PPG are advertising the PPG constantly throughout the year, over the last 12 months the PPG group has increased in numbers and has had some patients join in the lower age bands, the PPG group is evenly split on gender.

The PPG has discussed also having a 'virtual' group to gather feedback from patients who are unable to commit to attending meetings but could give feedback over e mail / facebook pages. This will be looked into further into the next year.

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:

We do have a larger than average population size of <14 years with 20% of the practice list size been made up by this group, we have discussed in the PPG and discussed the idea stated above about having younger aged people on the group through other alternatives.

2. Review of patient feedback

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

- Practice Survey
- National Patient Survey
- Friends and Family Test results
- CQC Report
- CQC data

How frequently were these reviewed with the PRG?

We meet and discuss a range of issues on a quarterly basis.

3. Action plan priority areas and implementation

Priority area 1								
<p>Description of priority area:</p> <p>Following changing the practice extended hours to complete a survey of the opening hours on a Saturday to gain feedback on the service from the patient population.</p>								
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"> • Questionnaire developed to gain feedback on Saturday opening. • Questionnaire placed in reception, on chairs and poster in waiting room. • Questionnaires completed and collected over 4 weeks. • Results of the questionnaire collated. • Discussed in PPG and Practice meeting. • To be published on Practice Website. 								
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The results of the Saturday questionnaire are:</p> <table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>Did you know the practice is open between 8:30am-12:15pm on Saturdays for appointments, prescriptions and general enquiries?</td> <td>69%</td> <td>31%</td> </tr> </tbody> </table>				Yes	No	Did you know the practice is open between 8:30am-12:15pm on Saturdays for appointments, prescriptions and general enquiries?	69%	31%
	Yes	No						
Did you know the practice is open between 8:30am-12:15pm on Saturdays for appointments, prescriptions and general enquiries?	69%	31%						

	Yes	No
Have you booked an appointment with a Doctor or a nurse on a Saturday?	59%	41%

	Yes	No
If YES, was Saturday more convenient for you?	100%	0%

	Excellent	Very Good	Good	Satisfactory	Poor
How would you rate the service you received when you attended on the Saturday?	63%	31%	6%	0%	0%

Results did show that 94% of patients thought the service was excellent or very good and 100% of patients stated that a Saturday was more convenient for them.

The results have shown that patients like the practice to be open on a Saturday and would like this service to continue.

It did show that 30% of patients were not aware that the practice is open on a Saturday, practice to discuss how to publicise this more to patients, have used posters and practice website, will review using social media to publicise.

Reminders to reception team to let patients know about Saturdays when booking patients routine appointments.

Priority area 2

Description of priority area:

- To utilise social media to inform and communicate with our patients quickly and easily.
- To ensure keeping patients that do not attend the practice up to date with changes.
- Sharing information to patients on wide range of issues.

What actions were taken to address the priority?

- Practice Manager and Data Quality Manager attended a Social Media workshop to understand more about using facebook and u tube from a practice perspective.
- Applied for a CCG bursary and support from Redgrave Media Company in setting up facebook page.
- Redgrave attended practice and developed facebook page, gave staff training on setting up schedules for posts, information to use etc.
- Facebook page shown to the PPG to gather feedback and ideas for posts
- Practice posters in surgery publishing facebook page.
- Website updated with link to facebook page.
- Discussion with PPG on setting up closed groups of patients.
- Information on Flu, Stroke and many national campaigns has been put onto facebook page.

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

- Practice currently has 96 likes and is increasing daily
- Constantly promoting within the practice through posters, flyers etc and verbally with patients
- Patients reported like the page and is useful for them to have information, recently been very useful when practice had an issue with the phones and posted on facebook to try and let patients know of the problems, this post reached over 1,700 people.

Priority area 3

Description of priority area:

Increase knowledge and awareness of Dementia by close working with Approach through PPG and practice staff.

What actions were taken to address the priority?

- Approach attended practice meeting to discuss services available.
- Approach asked to attend PPG to discuss and offer Dementia Friend Training to PPG members
- Approach asked to attend and run Dementia Friend training to Reception Team.
- Dementia Specialist advisor trialled running a clinic within the practice to support patients, family and carers with Dementia and signpost for further help and support where necessary.

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

- Feedback from Patients and Carers that having time with Dementia Specialist advisor was very helpful and more patients and carers requesting appointments.
- Staff training booked to undertake Dementia Friend training to help raise the awareness of Dementia and signs to look for in patients.
- Once all training completed will advertise within the practice, on facebook, on practice website that staff are trained as Dementia Friends.
- Posters in waiting area raising the awareness of the Dementia Friend Training

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):

Practice has made progress in all areas raised in the last year's action plan

- More appointments made available for patients to book on line
- Increase in the number of patients signed up for on line services
- Practice open on a Saturday morning for routine appointments
- Publicised Saturday opening to all staff
- Availability of on line booking of appointments on a Saturday
- Ease of getting through on the telephone at peak times improved through staff changes
- Information in waiting room available to patients regarding DNA rates to increase awareness
- Audits of DNA's and target serial offenders to increase awareness
- Recruitment of Nurse Practitioner to improve urgent on the day appointments

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 05/03/15

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 engaged with the PPG over the last months mainly through quarterly 2 hour meetings where structured format takes place.

The practice has also communicated through letters through the post to the PPG when needs input on issues in-between meetings i.e. CQC inspection.

The practice has communicated through facebook and e mail on occasions.

The practice gathers feedback through, surveys, website, verbally, face to face meetings.

The practice can confirm that the PPG was involved in the priority areas and resulting action plan documented above.

The services offered have improved through a variety of areas following this action plan as documented above i.e. improvement in availability of appointments, improvement in communication channels to patients through social media sites, improvement in the services and care offered to patients and carers with Dementia.

The practice and PPG has worked well together over the last 12 months and feels that it is making changes to the practice to ensure good quality services to the patient population.

