Annex D: Standard Reporting Template

Lancashire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Colne Corner Surgery

Practice Code: P81634

Completed by: Kathryn Phillips Date: 25 March 2015

Signed on behalf of PPG: Date:

Please confirm that the report has been published on the practice website by 31st March 2015 YES

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)  Engagement has been via e-mail until we moved to the new Colne Health Centre in October 2014 due to limitations on space in our previous surgery. | |
| Number of members of PPG: 74 members on our email circulation list | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 1699 | 1729 | | PPG | 28 | 46 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 655 | 325 | 424 | 357 | 546 | 439 | 404 | 279 | | PPG | 0 | 5 | 17 | 11 | 11 | 20 | 5 | 5 | |
| 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 | 2211 | 30 |  | 35 | 5 | 5 | 13 | 4 | | PPG | 69 |  |  | 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 10 | 91 | 2 | 5 | 6 | 4 | 2 | 2 | 0 | 5 | | PPG |  | 2 |  |  |  |  |  |  |  |  | | |
| 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:  Patients are asked to join our PPG all year round, and are encouraged to do so by various means within the surgery. There is a message on our Jayex Board, notices on our Noticeboards, forms available on our Reception counter, a question on our new patient questionnaire, and information 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:  We have reviewed the results of our Practice Patient Survey.  We have more recently reviewed the outcomes of the Friends and Family test.  We have plans to review the results of the most recent National Patient Survey but other work has been given priority (see below). |
| How frequently were these reviewed with the PRG?  These have been reviewed once during the year with the Practice PPG.  However 2014-15 has been a major year for Colne Corner Surgery with the move to new premises and this has been a major focus for us in terms of obtaining and acting on patient feedback.  In addition to this, members of our PPG have been involved in other areas of feedback on a wider scale during the course of the year, including sharing their views with the CCG on Integrated care plans, being involved in a Focus Group on the development of access to primary care (meeting held within Colne Corner Surgery), and the development of additional services within the new Colne Health Centre. A member of our PPG has also agreed to be a member of a Neighbourhood PPG for Pendle East Neighbourhood.  Now that we have the facilities to be able to have face to face meetings, the review of feedback will be much easier and we plan to review further areas during the coming year. |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  The development of the new Colne Health Centre. This has been a major development for the Surgery throughout the last year, both negotiating the move, preparation for the actual move itself, and settling in since.  Patients expressed concern, both by means of a patient survey, via our PPG, and frequently in person, that the surgery would lose the personal touch of a small practice if we moved to larger premises. Some patients did not want us to move at all.  Patients had also requested that more services could be provided under one roof, and that more surgeries could be held after 6pm once the new Health centre was open. |
| What actions were taken to address the priority?  The Practice has tried to be very careful to ensure that we do not lose the personal touch that we are keen to preserve for patients, despite being in a much larger building. All members of our PPG were invited to come and have a look around the surgery before we opened, and several took up the offer.  PPG comments were fed back to the CCG and to NHS Property Services, particularly with regard to the provision of out-patient facilities which could be provided at the Health Centre.  Discussions are being held with a group of local practices to explore the possibility of providing extended opening hours from Monday to Friday each week. |
| Result of actions and impact on patients and carers (including how publicised):  Comments received from patients via the Friends and Family test indicate that patients are very pleased with the new building. We hope that patients can see for themselves the way we have taken their comments into consideration.  Since our move in October 2014, we have continued to ask patients for their views, and further feedback about the waiting room has been passed on to NHS Property Services. Further information will be passed to our PPG members once a response has been received.  There are now some secondary care out-patient facilities being provided at the Health Centre, with more planned. We are able to offer these to patients via the Choose & Book system when making an appointment.  Discussions are still on-going with regard to extended opening hours, but as soon as we have positive news we will publicise the availability of appointments to patients from all participating practices. |

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| Priority area 2 |
| Description of priority area:  The development of electronic services for patients. This is an on-going target throughout 2014-15.  We were keen to establish electronic services for patients, and in particular access to medical records on-line ahead of the GMS Contract Changes. The Practice was a pilot site for access to medical records on-line and has offered patients access to all their records (with the exception of free text) since March 2013. |
| What actions were taken to address the priority?  We have continued to advertise the availability of access to medical records on-line and to promote this facility to patients at every opportunity, for example, patients wishing to view their medical records for insurance purposes throughout the year.  We have continued to offer the facility to order prescriptions on-line, and have increased the number of GP appointments available for patients to book on-line. At the request of PPG members we are currently exploring the possibility of adding Nurse appointments to our on-line facility too.  We carried out a major exercise to ask patients for their consent to receive text messages and to ask for their current mobile telephone numbers. We introduced text message reminders to patients via our clinical system, but this caused numerous problems with some patients reporting difficulties after they had received text reminders for the wrong appointments, receiving multiple reminders rather than the two we had stated they would receive, or not receiving reminders at all. We have now changed supplier for this service, and have not received any complaints since. |
| Result of actions and impact on patients and carers (including how publicised):  We have received positive feedback about the availability of text reminders, since changing our supplier. Many patients find these useful and this has been fed back to our PPG.  We advertise the availability of electronic services via our surgery website, and posters within the surgery and continue to have new patients sign up for the services, although take-up is still less than we had anticipated. Patients have reported finding this service useful. This has been fed back to our PPG. |
| Priority area 3 |
| Description of priority area:  Availability of appointments.  Some patients had raised the fact that they were not all aware of the availability of pre-bookable appointments after 6.30pm on Monday evenings. On-going priority throughout 2014-15. |
| What actions were taken to address the priority?  We have tried harder to publicise our opening hours and the availability of these appointments both in the surgery, when patients telephone to book an appointment, and on our website. As well as later GP appointments, we also offer later appointments with our Health Care Assistant for new patient checks etc. to try and avoid patients having to come out of work at times when they are not ill.  We have also introduced double appointments for our patients aged over 75 years of age, which are available at the end of every GP surgery. These appointments have been advertised to patients via our website, the Jayex Board, and when patients book their appointments.  As mentioned above, we are also looking to develop extended opening hours further by working together with other local practices so that we could collectively offer later appointments at Colne Health Centre on Monday to Friday evenings every week. |
| Result of actions and impact on patients and carers (including how publicised):  Our later appointments are quickly booked up in advance of some other appointments during the daytime.  We will soon be carrying out a survey of patients aged over 75 years to obtain feedback about the length of appointment time offered, the results of which will be fed back to both the CCG and our PPG.  Additional extended opening hours will be publicised as soon as we have been able to agree a way forward with participating practices. Our PPG members are aware of this development. |

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):

Some of the areas raised in previous years are under constant review (for example the availability of appointments) and we are continually trying to find different ways to cope with ever-increasing patient demand. Actions taken for example have been:-

* Participating in a review of Capacity and Demand to try and benchmark how we are doing against GP Practices in other areas nationally, and to seek ideas as to how we can improve our patient access.
* A review of surgery times to try and cut down on waiting times for patients.
* Contacting patients who fail to attend their appointments to try and ensure that appointments are not wasted
* We have started to participate in the Pharmacy First Scheme so that patients may not always have to attend the surgery to obtain certain medications..
* A review of the skill mix of our staff to try and ensure we have the right people doing the right work at the right time.
* Improved information for patients, for example, providing information for patients who are attending for ECG’s.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 25 March 2015 |
| How has the practice engaged with the PPG:  Prior to our surgery move the Practice has engaged with the PPG members by email in order to obtain feedback. This has proved difficult as, whilst we have a lot of members registered for our PPG, a much smaller group of patients respond on a regular basis. We have therefore started to hold face to face meetings within the surgery. It is early days as yet (there have been three opportunities to get together so far) but we hope that this will lead to more patient involvement within the surgery.  The PPG was involved in the identification of our priority areas, and the actions have been fed back to members who attended our most recent meeting in March 2015.  The service to patients has improved as a result of the implementation of our action plan, but all of the areas identified have been on-going throughout 2014 and 2015, and we will continue to keep them as important areas for development going forward. Trying to improve patient facilities within the surgery, access to appointments, as well as information for patients and ways to make things easier and more accessible will continue to be high on our agenda. |

Please submit your report to: [england.lancsat-medical@nhs.net](mailto:england.lancsat-medical@nhs.net) by 31st March 2015