

Annex D: Standard Reporting Template

Lancashire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: EARBY SURGERY

Practice Code: P81065

Completed by: PAT CHIPPENDALE

Date: 3/3/2015

Signed on behalf of PPG: Chris Nolan

Date: 3/3/2015

Please confirm that the report has been published on the practice website by 31st March 2015
(provide further information)

YES (If no, please

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) Quarterly Face to face meetings + emails
Number of members of PPG:	16

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3931	4034
PRG	4	12

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1438	726	901	955	1242	1091	938	675
PRG	0	0	0	1	1	5	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	7936	0	0	4	0	0	0	0
PRG	16	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	0	10	0	14	0	1	0	0	0	0
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:

We have had a patient group for over 22 years and find it increasingly difficult to represent all ages of the population. We did have some younger (virtual) members but they have gone to University, leaving the practice. We have a very small population of Chinese and Pakistani patients. We always try to recruit new members to our patient group. GPs and nurses ask patients to consider joining. Details are also on the website and appear in regular news letters. On registration, our healthcare assistant tells new patients about the group.

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:

2. Review of patient feedback

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

Appointments Survey – we discussed this at our 1st quarterly meeting overall we had a good response and good results.

Friends and Family testing was discussed, with regards to what the second question should be, The Patient group came up with the suggested question “Could we have done anything differently” Results of the F & F will be discussed at meetings, with also the comments that have been added.

How frequently were these reviewed with the PRG? Every 3 months at our quarterly meeting.

Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>On-Line Appointments (to look at practice nurses appointment being available on-line)</p>
<p>What actions were taken to address the priority?</p> <p>We looked at online booking for nurse appointments. Flu clinics were made bookable online. Due to variable appointment lengths being required according to nurse and disease it was thought that online booking may lead to booking errors.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>We publicise anything new in our newsletter or on our website. We also use our notice boards and the right hand side of the repeat prescription to inform patients.</p>

Priority area 2

Description of priority area:

Telephone Consultations

What actions were taken to address the priority?

We have daily telephone consultations built into a new appointment system

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

The telephone consultations have proved very popular with the patients and we have had comments on the *Friends and Family* testing regarding this. We have not had to publicise it, as the reception team publicise it on the telephone when a patient or carer rings.

Priority area 3

Description of priority area:

15 Minute Consultations for Over 75 year olds

What actions were taken to address the priority?

All patients over the age of 75 receives a 15 minute consultation (in most cases it is 20 minutes)

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

We have published this on our website, notice board and newsletter. We will be doing a survey on our over 75's in the coming months.

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 practice participated in the Local Quality Improvement Scheme for improving access to Primary medical care, as per last year's action plan. We completed the data collection, attended the workshops and met with a member of the Primary Care foundation at the practice to discuss our findings and consider possible improvements. From this we completely changed out appointment system from the 1.9.14 and we are still monitoring this change and we are about to re-do the data collection to see if there has been improvements.

3. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

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?

Please submit your report to: england.lancsat-medical@nhs.net by 31st March 2015