Annex D: Standard Reporting Template

West Yorkshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Newton Surgery**

Practice Code: **B86666**

Signed on behalf of practice: gkhan Date:31.03.2015

Signed on behalf of PPG: farzanamahmood Date: 31.03.2015

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** | |
| Number of members of PPG: **5** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 55% | 45% | | PRG | 60% | 40% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 23% | 12% | 20% | 17% | 12% | 8% | 4% | 4% | | PRG | 0 | 0 | 40% | 0 | 20% | 0 | 20% | 20% | |
| 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 | 402 | 13 | 0 | 203 | 58 | 15 | 22 | 36 | | PRG | 1 | 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 | 842 | 1490 | 106 | 29 | 418 | 284 | 266 | 91 | 0 | 64 | | PRG | 1 | 2 | 0 | 0 | 0 | 1 | 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 has advertised the patient participation group on numerous occasions through the practice website and on the surgery noticeboards. Invitations have also been added to the right hand side of prescriptions. Face to Face invites have been made by the GPs during consultations.** | |
| 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: **N/A** | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:   * **Annual Patient Survey** * **Telephone System** * **Appointment System** * **Practice Champions** * **Waiting Area** * **Renovation & Modernisation** * **Prescriptions** |
| How frequently were these reviewed with the PRG?  **Meetings are held 3 monthly where possible dependent on numbers being able to attend.** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: **Telephone System**.  **Patients were dissatisfied with the current telephone service. Only two incoming lines were available and patients received engaged tone. Group requested that a queuing system be introduced.** |
| What actions were taken to address the priority?  **New telephone system implemented increasing number of incoming lines. Additional staff answering telephones during peak periods. New system offers call options and queuing** |
| Result of actions and impact on patients and carers (including how publicised):  **Practice reports that they have had positive feedback about the improved service but still receive some reports that the telephone is not answered. The practice will continue to monitor and audit the service and endeavour to make improvements to achieve a satisfactory outcome for both patients and the practice.** |

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| Priority area 2 |
| Description of priority area: **Renovation & Modernisation**  **The group felt that the practice was in need of modernisation and that the décor was looking tired** |
| What actions were taken to address the priority?  **The surgery has been decorated throughout and there is a rolling programme to keep the building updated and freshly decorated.** |
| Result of actions and impact on patients and carers (including how publicised):  **The practice believse that the whole feel of the surgery is fresher, brighter and more pleasant for their patients.** |

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| Priority area 3 |
| Description of priority area: **Appointment System**  **The group are requesting that more GP appointments are made available for patients.** |
| What actions were taken to address the priority?  **Having discussed the reasons why there is no capacity for more appointments with the GPs, the practice have reviewed the way in which clinics are run and which clinicians provide which services.**  **The practice has now created a new consulting room on the first floor.**  **There will be additional Health Care Assistant Clinics every day in which patients can have blood tests, ECG’s, 24hr Blood Pressure checks, regular blood pressure checks, ear syringing, flu vaccinations, weight management, NHS Health Checks, New Patient Health Checks, Young Person Clinics.**  **The Practice Nurse will now concentrate her clinics on Chronic Disease Management in areas such as Asthma, Diabetes, Coronary Heart Disease and on more specialised Nursing duties.** |
| Result of actions and impact on patients and carers (including how publicised):  **These changes will result in the reception staff being able to direct patients to the most appropriate clinician for their care which will mean that GPs will have more capacity.** |

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):

Last year’s Patient Group Report centred around renovation of the practice. As you can see from this year’s report the practice have addressed your issues and are continuing to implement a rolling programme to prevent the practice from going back to the way it used to look.

The telephone system has been addressed and work continues to try to achieve a happy balance between practice demands and patient expectations.

1. PPG Sign Off

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| Report signed off by PPG: **YES**  Date of sign off: farzanamahmood |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population? **YES**  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? **YES**  Do you have any other comments about the PPG or practice in relation to this area of work? **NO** |