

Annex D: Standard Reporting Template

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

Practice Name: Dr Rabie & Partners

Practice Code: M83023

Signed on behalf of practice: *Patricia Russell* (PM) Date: 31.3.2015

Signed on behalf of PPG: *Patricia Heath* (PPG Member) Date: 31.3.2015

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) - Email (Virtual Group)																																					
Number of members of PPG: - 12																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <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>4889</td> <td>4800</td> </tr> <tr> <td>PRG</td> <td>3</td> <td>9</td> </tr> </tbody> </table>	%	Male	Female	Practice	4889	4800	PRG	3	9	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <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>1669</td> <td>844</td> <td>1113</td> <td>1194</td> <td>1438</td> <td>1323</td> <td>1289</td> <td>819</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>1</td> <td>0</td> <td>3</td> <td>2</td> <td>4</td> <td>2</td> <td>0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1669	844	1113	1194	1438	1323	1289	819	PRG	0	1	0	3	2	4	2	0
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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	7322	12	1	759	4	5	8	26
PRG	12	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	7	8	0	10	6	3	3	2	0	4
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:

Patients actively encouraged to join the PPG via posters, website, in the waiting room and patient's survey.

Clinicians may also approach patients personally who may be interested.

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/NO

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

Approximately 60 patients in nursing homes but the majority lack capacity. Practice Matron recently appointed to oversee the care of frail elderly who can act as point of contact. Consideration is to be given to recruiting representation from LGBT community.

2. Review of patient feedback

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

Patients survey, comments/complaints and suggestions

How frequently were these reviewed with the PRG?

Annual basis from survey. More regular email contact with PPG members and practice Manager as needs arise.
As a virtual group this is not a regular as in house meetings. Unfortunately due to the fact that we share the building with another practice, room availability is at a premium but we are looking to see who we can introduce a face to face PPG group.

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 387 589 419">Description of priority area:</p> <p data-bbox="203 459 483 491">Appointment availability</p>
<p data-bbox="203 604 887 636">What actions were taken to address the priority?</p> <p data-bbox="203 676 1189 708">Employment of full time salaried GP in order to increase availability on a daily basis.</p>
<p data-bbox="203 898 1312 930">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 970 1312 1002">Increased appointment availability. Publicised in quarterly practice newsletter and on website.</p>

Priority area 2

Description of priority area:

DNA's

What actions were taken to address the priority?

Letters to patients to address this problem highlighting importance of attendance and impact of non-attendance for other patients not able to get appointments.

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

Decrease in numbers of DNA's which will result in better appointment availability.

Publicised via quarterly newsletter, web site and JAYEX patient calling system.

Priority area 3

Description of priority area:

Improving internet access for patients to improve accessibility, especially when phones are busy.

What actions were taken to address the priority?

Promotion of internet use for booking appointments, ordering prescriptions and from 1st April 2015 access to medical records.

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

Improved accessibility for patients easing pressure on telephone system at busy times.

More flexibility for patients to book appointments from the comfort of their home, at a time they want.

Results also being texted to patients so quicker feedback for patients, reminders being sent for appointments to reduce DNA's.

Publicised via website, word of mouth and posters in the waiting room.

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):

We changed our telephone system from a 0845 number to a 01782 number, reducing costs to patients

The main surgery doors were changed to automatic to assist disabled and elderly patients.

We employed of a full time Salaried GP to increase appointment availability.

We have employed a Practice Matron to care for the elderly and frail patients.

4. PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: 31.3.2015

How has the practice engaged with the PPG:

- 1 - How has the practice made efforts to engage with seldom heard groups in the practice population?
- 2 - Has the practice received patient and carer feedback from a variety of sources?
- 3 - Was the PPG involved in the agreement of priority areas and the resulting action plan?
- 4 - How has the service offered to patients and carers improved as a result of the implementation of the action plan?
- 5 - Do you have any other comments about the PPG or practice in relation to this area of work?

- 1 - Publicising the PPG via Posters, Patient Survey and Web Site.
- 2 - In house patient surveys, comments, complaints/suggestions
- 3 - Yes the PPG has been involved in the agreement of priority areas.
- 4 - Increase appointment availability hence timely access for patients.
- 5 - Over next 12 months looking to further develop the PPG with more active members to further enhance patient/practice engagement.