

Annex D: Standard Reporting Template

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

Practice Name: **Adelaide Street Family Practice**

Practice Code: **P81042**

Completed by: **Mike Wain**

Date: **31 March 2015**

Signed on behalf of PPG: **John Butler (Chair)**

Date: **31 March 2015**

Please confirm that the report has been published on the practice website by 31st March 2015 **NO** (If no, please provide further information) – **Unable to publish by 31/3/15, as awaiting sign-off by PPG on 18/5/15. Now published**

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES
Method of engagement with PPG: Advocated by nurses during appointments, website, newsletter, posters in practice
Number of members of PPG: 9 (Face to face), 54 virtually (Some members are included in both categories)

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	52.56	47.44
PRG	42.85	57.15

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	17.6	10.6	15.4	12.3	15.5	12.1	9.3	7.2
PRG	0	0	1.6	12.7	25.4	31.7	22.2	6.3
	-17.6	-10.6	-13.8	+0.4	+9.9	+19.60	+12.9	-0.9

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								
PRG	63							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG										

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 advertise the group widely across all types of formats (email, web, in-practice screens, newsletter, face-to-face) and we have found it particularly difficult to get younger members to attend the face-to-face PPG group, though we have had limited success at engaging the under 45's to the virtual PPG group.

The PPG has it on it's agenda to look at the meeting times to see if there is a more convenient time/place to meet that may allow younger members to attend.

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

We have quite a transient population, so this makes it extremely hard to engage that cohort.

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:

We now review our Friends & Family results on a monthly basis. We also look at the GPAQ results when they become available (twice a year).

How frequently were these reviewed with the PRG?

**Friends & Family – every meeting (usually every 6-8 weeks)
GPAQ – Usually twice per year**

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Patients who struggled to attend regular appointments for blood pressure checks sometimes had problems getting convenient appointments.</p>
<p>What actions were taken to address the priority?</p> <p>This was discussed with our PPG and the practice put forward the potential use of a surgery pod, which would be able to take the patients' blood pressure in the reception area and add the result directly to the patient's medical record.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Surgery pod installed in the practice, meaning patients can now have their blood pressure taken at any time, without the need to book an appointment.</p>

Priority area 2

Description of priority area:

Patient raised concerns about privacy at the reception desk at both sites

What actions were taken to address the priority?

Discussed with the PPG

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

We now have clear signage at both receptions to highlight the availability of a private area to discuss patients concerns. We also introduced a 'privacy zone' to ensure other patient maintain a reasonable distance when queuing.

We also installed radios in both receptions, so that there was ambient background noise, making it more difficult to overhear what is being said.

Priority area 3

Description of priority area:

The practice felt that most of our appointments were geared towards booking for the following day, which didn't really fit with how quickly patients wanted to be seen.

What actions were taken to address the priority?

Discussed plans with PPG prior to implementation to get their input.

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

In November 2014, we changed our appointment system to accommodate the majority of patients being brought in the same day, rather than next day.

We also now ask patients to call to book for follow-up appointments, rather than booking 1, 2 or 4 weeks ahead. This has seen a 29% reduction in our DNA's for the 3 months (Nov 13-Feb14 (n574) vs Nov 14-Feb15 (n408))

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):

Ease of getting through on the phone – we have now introduced more online appointments, freeing up valuable receptionists time and ensuring calls are answered within the target of 3 rings. We have also introduced a call handling tree, so this filters out patients who simply need to be put through to another department.

Ability to book ahead – We have increased the amount of online appointments available, so these can now be booked 2-28 days in advance

4. PPG Sign Off

Report signed off by PPG: YES/NO (**Not yet**)

Date of sign off: **For discussion at next meeting on 19th May 2015**

How has the practice engaged with the PPG:

Face-to-face meetings every 6-8 weeks, plus occasional emails to our virtual PPG on specific issues.

How has the practice made efforts to engage with seldom heard groups in the practice population?

We have not specifically targeted smaller groups, but we encourage participation from as wide a spectrum of patients as possible

Has the practice received patient and carer feedback from a variety of sources?

The PPG Network has done a lot of work in engaging with the local carers organisations and this is something our PPG wishes to address in the coming months

Was the PPG involved in the agreement of priority areas and the resulting action plan?

N/A

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

N/A

Do you have any other comments about the PPG or practice in relation to this area of work?

No

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