

Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Howdale Surgery

Practice Code: D82068

Signed on behalf of practice: Darren Martin

Date: 31/03/15

Signed on behalf of PPG/PRG: Jackie Westrop

Date: 31/03/15

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

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to face meetings quarterly and virtual PPG members via email. All members contacted via email as required.
Number of members of PPG:	9

Detail the gender mix of practice population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	49.7%	50.3%	Practice	14.5	9	9.5	10	14	14.5	14	14.5
PPG	33%	67%	PPG	0	0	0	0	0	11	56	33

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other White	White & Black Caribbean	White & Black African	White & Asian	Other mixed
Practice	3573	6	0	53	2	2	4	1
PPG	5	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	3	0	1	1	16	4	3	3	0	6
PPG	0	0	0	0	0	0	0	0	0	0

	White
	Other, ethnicity not recorded or found under search criteria
Practice	3620
PPG	4

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:

Information posters and flyers on the PPG asking for patients to join are displayed at both surgeries. This information is also available on the surgery website. During the year recruitment drives have been held when flyers have been inserted into patient's prescription bags.

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 (Lesbian Gay Bisexual Transgender) community? YES/NO

No

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

N/A

2. Review of patient feedback

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

The practice reviews the following feedback sources during the year.

- National Practice Survey
- Internal Practice Survey
- Items raised in the patient comments box
- Friends and Family Test Results
- Patient responses from the practice website
- Complaints
- Audits as required

How frequently were these reviewed with the PPG?

Comment box responses, Friends and Family Test results, website responses, complaints and audits that are of use to the PPG are raised at every quarterly PPG meeting. Both the Internal and National Surveys are discussed at the first meeting after their completion.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Telephone Access

The Practice constantly tries to improve patient access by telephone as this has been a recurring theme over the past two years.

What actions were taken to address the priority?

The old telephone system at the Howdale Surgery had two incoming lines for access. Over the previous year the practice had replaced the old analogue telephone system with a new digital system. This had doubled the amount of telephone lines coming into the practice and ensured that when a patient is transferred from reception to another department a new line becomes free allowing for four incoming calls to be in progress simultaneously.

It was noted that even after this had been carried out and the system was operational there were still comments being raised about occasional difficulties for patient's contacting the practice during high volume times during the day. Having identified this issue the problem was selected by the PPG as one of the priority areas to be covered by an Action Plan.

The Surgery, in agreement with the PPG increased the Reception cover at the surgery by 1

hour 45 minutes each day to ensure that there were always two receptionists on duty in order to be able to answer the incoming calls more efficiently.

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

These changes were publicised in the waiting rooms, included on the PPG minutes which are freely available in hard copy at the practice and electronically on the website. The changes have improved access but this is an area that the practice will continue to monitor.

Priority area 2

Description of priority area: Appointment Did Not Attends (DNA)

A member of the PPG raised the issue of the amount of missed appointments nationally at one of the PPG meetings. This led to further discussion about this subject at the practice and the agreement that the surgery would take this on as a priority area.

What actions were taken to address the priority?

Monthly audits were carried out on the amount of DNA appointments at the practice. A notice board was made available in the waiting rooms at both surgeries and information from the monthly audit is now displayed for the patients to see. The information includes how many appointments were missed nationally in 2014, how many appointments were missed at the practice in the previous month, how much this costs the NHS and how to contact us to cancel appointment if required.

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

These results were publicised in the waiting rooms and on the website. A slight reduction in the amount of DNA's has been noted along with some patient responses on the topic via the comments box.

Priority area 3

Description of priority area: On Line Patient Access

A mini practice survey was carried out in order to ask our patient base how they felt we could improve the service that we provide. The idea with the highest number of entries at 16.7% of the total vote was that online booking of appointments and ordering repeat prescriptions would be of the greatest benefit. This was agreed with the PPG as the 3rd priority area that would be looked at this year.

What actions were taken to address the priority?

The practice has updated both our clinical computer system and website and patients can now register for online access. This allows them online access to order repeat prescriptions, view partial elements of their medical records and the ability to book and cancel some appointments.

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

This service has been publicised in the waiting rooms and on the website.

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):

As agreed with the PPG, the practice used our internal practice survey to ask our patients which areas they considered we could make improvements to our service. From the answers to the survey the practice and PPG agreed to select the top three as suggested by our patients. These are as follows.

As previously described in this report telephone access to the practice had the most returns. Due to this the practice had the analogue system at Howdale replaced with a new digital system that doubled the amount of incoming lines.

The Car Park at the Howdale Surgery was levelled and a new layer of gravel laid down in order to try to stop the issues with pot holes and puddles forming in inclement weather.

Several responses asked that baby Changing facilities were to be made available. These are now available at both the Howdale and Marham Surgeries and are located in the disabled toilets at both sites.

4. PPG Sign Off

Report sent to PPG Chair and awaiting final sign off at the next PPG meeting due to be held on the 15th April 2015

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?