


Annex D: Standard Reporting Template

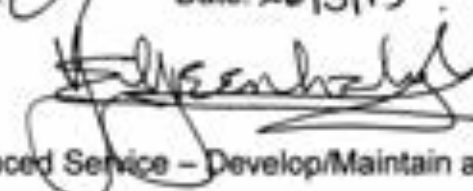
Lancashire Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr C M Wilson & Partners

Practice Code: P81067

Signed on behalf of practice:  Date: 26/3/15

Signed on behalf of PPG:

 (CHAIRMAN)

Date: 25.3.15.

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) Face to face

Number of members of PPG: 13

Detail the gender mix of practice population and PPG:

| % | Male | Female |
|----------|------|--------|
| Practice | 48.9 | 51.1 |
| PRG | 23 | 77 |

Detail of age mix of practice population and PPG:

| % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
|----------|------|-------|-------|-------|-------|-------|-------|------|
| Practice | 21.7 | 8.9 | 11.9 | 14.2 | 16 | 10.7 | 81.9 | 8.3 |
| PRG | 0 | 0 | 0 | 20 | 10 | 10 | 40 | 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 | 46 | 1 | 0 | 19 | 1 | 1 | 1 | 1 |
| PRG | 100 | 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 | 8 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 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:

PPG members took part in an active drive to recruit additional members during the year. Patients of all groups were approached and invited to join the PPG. Both the PPG and Practice will continue to engage additional members from under represented groups.

Some existing PPG members represent more than one group e.g are parents of under 16 year olds.

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

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

We have a large number of Nursing and Residential Home patients and one of the members who works in a home represents both herself and NHI residents. We also have a school teacher member who provides insight into the needs of her pupils.

2. Review of patient feedback

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

Online feedback from patients, comments from the suggestion box and latterly comments from the Friends and Family Test have been discussed during the year. Also, comments and suggestions raised by members have been considered.

How frequently were these reviewed with the PRG?

The PPG has met on four occasions throughout the year. Where issues have required follow up or further information, these have been carried forward and revisited at subsequent meetings until the matter is resolved or an outcome determined.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To identify and develop additional or newbuild practice accommodation.

What actions were taken to address the priority?

The PPG membership has actively sought to make contact with local agents/landowners to identify potential sites for further investigation, along with the Practice.

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

This is a long term project which will be publicised when plans are firm. The impact on patients and carers will be positive as additional services can then be offered on site. If successful in the redevelopment, the PPG will be involved in the transitional period to ensure the wishes of the patients are given full consideration.

Priority area 2

Description of priority area:

Disabled access to the Healthcare Centre.

What actions were taken to address the priority?

Although the premises meet disabled access requirements, the issue of automatic opening doors was considered as one member had experienced difficulties whilst temporarily disabled. This matter was considered against the risk of children from the waiting room exiting the area into the car park and an alternative arrangement was considered. This is still under investigation.

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

Once completed the outcome will be discussed with PPG members and an update included on the Practice website. Information will also be posted in the premises.

Priority area 3

Description of priority area:

To determine awareness and promote the use of on line access to appointments, repeat prescription ordering and access to medical records.

What actions were taken to address the priority?

Following survey of the patients which indicated a low level of awareness of on line services, it was agreed that a drive to highlight these services would be made by practice staff. The services would also be promoted on the website.

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

It is anticipated that highlighting the awareness of these services will enhance the experience of gaining access for patients without them having to telephone or write to the surgery.

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 Plan for 2013/2014 was developed from the findings of the survey of that year. This included:

- Eliciting patient awareness of existing on line services and levels of interest in this form of access (which is on going and is updated in the 15/16 report)
- Exploring patient views on extended opening hours
- To see which additional services, if any, our patients would like the Practice to develop.

Patient awareness of access to on line services was surprisingly low. We were disappointed but not surprised by this as it explained the small numbers making use of the service. Discussion took place at the PPG to consider the best way of promoting these services as working people often find it easier to order repeat prescriptions and book/cancel appointments at their convenience which is often when the surgery is closed. Agreement was reached to promote the service both in house and on the practice website, also making use of the electronic call in system banner. Staff members were asked to actively invite patients to register on a face to face basis.

Over time, patients have commented that evening and weekend surgeries would provide them with easier access to services, particularly for those who work during the week. Whilst the numbers of our patients requesting this are not high, the PPG and Practice discussed the advantages of offering weekend surgeries and agreed that the Practice actively campaign for funding to do this. This was achieved and the Practice was involved in working alongside other practices and the CCG who developed a specification to which all practices could sign up to provide increased access over the winter months. This service is currently being evaluated by the CCG to determine whether it should continue throughout the year.

Very few suggestions were received in response to which additional services patients would like to see provided in the Practice. The Anticoagulation service has been successful with 100% positive feedback and Family Planning Services extended to meet the needs of patients. Other services will be considered in future but as the Practice is constrained by premises, careful prioritisation will be required.

PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25.03.015