Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Colliery Practice

Practice Code: M83638

Signed on behalf of practice: Date:

Signed on behalf of PPG: Date:

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

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| Does the Practice have a PPG? YES / NO | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) | |
| Number of members of PPG: 58 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 52 | 48 | | PRG | 0.3 | 0.7 | | 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 | 13 | 14 | 13 | 15 | 11 | 10 | 7 | | PRG | 0 | 0 | 0.22 | 0.22 | 0.5 | 0.99 | 1.12 | 0.94 | |
| Detail the ethnic background of your practice population and PRG: ***This is not recorded for all our patients***   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 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 | 57 |  |  |  |  |  | 1 |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 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:  ***Posters in waiting room. Leaflets attached to prescriptions. Invites on questionnaires. Information in New Patient leaflets. Powerpoint presentation shown regularly in the waiting room to attract younger members*** | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **See attached Power point presentation** |
| How frequently were these reviewed with the PRG? **Quarterly** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Prescription ordering and processing |
| What actions were taken to address the priority?  Due to the sheer volume of prescriptions it was decided to pilot ESP |
| Result of actions and impact on patients and carers (including how publicised):  Patients will be informed of this service soon. Practice training and go live day in March 2015 |

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| Priority area 2 |
| Description of priority area:  Lack of space/storage etc and reception desks |
| What actions were taken to address the priority?  Notes are now stored off site |
| Result of actions and impact on patients and carers (including how publicised):  Storing the notes off site has enabled the practice to have a private reception area using the space from where the notes were stored. Patients were informed when the alterations to the practice took place |

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| Priority area 3 |
| Description of priority area:  Shortage of consulting space and patients surveys highlighted that patients prefer to be seen at Huntington re the parking |
| What actions were taken to address the priority?  Plans have been drawn up and planning permission acquired to extend the Huntington Surgery |
| Result of actions and impact on patients and carers (including how publicised):  Plans to be made public soon in both waiting rooms at Cannock and Huntington |

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):

1. Patients are clearly finding it harder to make an appointment with the doctor of their choice. We are aware of these difficulties. They have occurred because of significant changes in medical staff. A salaried partner has retired, on part-time partner has also left the practice and another salaried Doctor has become a full-time partner. The net result of all this has been a significant reduction in available appointments. We have appointed a salaried Doctor on a long-term locum basis but she is also due to retire shortly. In addition another of our salaried Doctors is due to leave soon. ***We have managed to appoint a new female salaried GP who is doing 6 sessions per week. Dr Wisniewski is also now doing 4 sessions per week. Dr Holbrook has now retired but we have managed to appoint a new full time partner. We have also appointed a new Practice Nurse.***
2. We are aware of the need to continue to provide a high quality service despite the serious difficulties in recruiting new Doctors. Thus we feel that offering more five-minute appointments may improve access. The result of the survey would suggest that this is a welcome development. We shall pilot any increase in these appointments to ensure that they are effective. ***Dr Ballinger now offers 2 hours of five minute appointments per week.***
3. We have continued to work hard to maintain a high quality service despite the difficulties alluded to above. We scored extremely high on the recent CQC report and they commented that we were one of the best practices they had visited. We have continued to invest in our buildings to improve them with recent building work to ensure that they are CQC compliant. We are reaping some of the rewards of our earlier improvements ***including safety flooring throughout the ground floor, new sinks in all consultation rooms and private rooms in the reception area.*** Staff now work in much better surroundings and are able to provide a much improved telephone service.
4. We shall continue to use information technology to improve our service. This is already evident from the increase in online booking. ***Patients can now access a Patient Summary online in addition to them being able to book an appointment and order a prescription.***
5. One PPG panel member felt that the online appointment system did not offer sufficient appointments at the Huntington branch. We therefore plan to increase this number as more patients move to online bookings. We would expect to increase the number at both branches in the future. ***More appointments are now available at the Huntington Branch***
6. PPG Sign Off

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| Report signed off by PPG: YES/NO  Date of sign off: 5th February 2015 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?  *We continue to promote the PPG to new patients with posters in the waiting room, messages on prescriptions and through the website*  Has the practice received patient and carer feedback from a variety of sources?  *Yes. We received feedback from NHS Choices, Website Facility, Email, Comments box in Waiting Room, discussing comments with the PPG (see attached) and Friends and Family Test*  Was the PPG involved in the agreement of priority areas and the resulting action plan?  *Yes at the meeting on the 5th February 2015*  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  *Improved a number of areas – see Action Plan and Progress on Previous Years*  Do you have any other comments about the PPG or practice in relation to this area of work?  *The practice is now part of a locality network with other practices in Cannock. A locality PPG has been set up and all of our PPG members are invited to this* |