

Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Sandy Health Centre

Practice Code: E80135

Signed on behalf of practice: Mrs R Morris

Date: 23rd March 2015

Signed on behalf of PPG: Mrs R Haylock

Date: 23rd March 2015

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

Does the Practice have a PPG? YES / NO											
Method of engagement with PPG: Face to Face/Email/ Website											
Number of members of PPG: 16											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	49.8	50.2	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	1	99	Practice	21.7	8.1	12.12	14.5	14.7	12.4	9.7	6.6
			PPG	0	0	0	0	12.5	18.75	25	44

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	88.8	1	1	4	2	1.5	2	0
PPG	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	1	1	1	2	0.8	1.5	0.8	0.3	0	0
PPG	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:

We have had members of the group come into the surgery to try and recruit patients. They have been targeting different groups of patients, by coming in during child immunization clinics to target younger patients, flu clinics to target older patients and in both the morning and afternoon surgery's to target the whole practice population.

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:

2. Review of patient feedback

(Component 2 – 30% of payment)

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

Patient survey completed
Friends and family survey completed every month & comments discussed
Our Comments and suggestions box, checked every week

How frequently were these reviewed with the PRG?

Quarterly

3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

Priority area 1
<p>Description of priority area:</p> <p>Confidentiality in and around the reception area</p>
<p>What actions were taken to address the priority?</p> <p>We have installed a Please Wait Here Sign in reception</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Numerous positive verbal comments from patients, some of which were posted on the patient notice board</p>

Priority area 2

Description of priority area:

A dedicated email to cancel appointments, due to the high number of DNAs we were experiencing

What actions were taken to address the priority?

An email was created, and new appointment slips with the details of the cancellation email on are given out to each patient when an appointment is made

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

Patients are starting to use the facility and we are receiving positive feedback, as patients are not having to phone in to cancel their appointment.

Priority area 3

Description of priority area:

Recruiting new members of the PPG

What actions were taken to address the priority?

We have advertised the group on the surgery's website with a link to the registration form,

We held a PPG week in the surgery,

We have a special notice board in reception with details of the group

Leaflets are displayed on reception, and reception staff are handing these out

Doctors and nurses are also discussing the group with patients if they think appropriate

We have sent letters to a learning disability home, to see if any staff members are interested in the virtual group, and likewise with the old peoples homes

Members are coming into the surgery to speak to patients about the group and encourage them to join

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

Number of members in the group has increased slightly

Some patients are attending the meetings regularly

4. Progress on previous years

(Component 4 – 40% of payment)

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

We now have regular members of the group who attend meetings and that have been with the group for a while, Patients are getting more involved by coming into the surgery to help out with surveys and recruiting of group members We now have two patients who have agreed to attend the network meetings

One of the issues raised in the previous years was that it was hard to get through on the phone and book appointments, We raised awareness of the online booking system and patients are using this and are happy.

We introduced a telephone triage system in the mornings, so if all face to face appointments have been taken, the on call doctor will telephone the patients. This is receiving positive comments from the patients.

We have also increased staff numbers to answer the telephone in the busy period 8- 9.30 am

A few patients have started to pre book their appointments in advance and think about when they need to be seen rather than leave it until the day

5. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 23rd March 2015

Has the report been published on the practice website? YES/NO

Please insert web-link to your report: <http://www.sandyhealthcentre.nhs.uk>

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? Yes: contacted care homes and targeted specific clinics i.e. child immunizing and flu clinics

Has the practice received patient and carer feedback from a variety of sources? Yes: Verbal, via website and with the friends and Family survey

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

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

Do you have any other comments about the PPG or practice in relation to this area of work? Yes, the surgery has worked hard in supporting the PPG, however we do not have a secretary or a chair person, we are working hard to rectify this and hope to recruit a person from the group.

Please return this completed report template to england.enhancedservices-athsm@nhs.net no later than 31st March 2015. **No payments will be made to a practice under the terms of this DES if the report is not submitted by 31st March 2015.**