Annex D: Standard Reporting Template

Lancashire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Ribbleton Medical Centre

Practice Code: P81184

Completed by: Alison Ashworth – Practice Manager Date: 10th March 2015

Signed on behalf of PPG: Date:

Please confirm that the report has been published on the practice website by 31st March 2015 YES/NO (If no, please provide further information)

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) and via letter. | |
| Number of members of PPG: 33 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 4003 | 4103 | | PRG | 12 | 21 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 2043 | 924 | 1376 | 1007 | 1022 | 760 | 455 | 387 | | PRG | 0 | 2 | 2 | 6 | 6 | 5 | 3 | 8 | |
| 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 | 3972 | 15 | 0 | 2151 | 5 | 0 | 0 | 769 | | PRG | 23 | 2 | 0 | 3 | 0 | 0 | 0 | 5 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 30 | 30 | 1 | 5 | 57 | 13 | 10 | 53 | 0 | 0 | | PRG | 0 | 0 | 0 | 0 | 1 | 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 ask our patients to join the PPG via our practice leaflet which is handed to all new patients registering with the practice and we display posters throughout the surgery asking existing patients to join our PPG. This information is also shown on our website. As is seen from the population figures our list is primarily British and this is reflected in our PPG members. We do have 6 patients from other mixed or other Asian on our PPG which is just 0.62% of that patient group.* | |
| 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:  Suggestions were received via email from our PPG and we also received feedback and suggestions via our website. We sent out the Friends and Family test questionnaire to our PPG. |
| How frequently were these reviewed with the PRG?  On 3 occasions during the year: action plan from our 2013/14 patient survey, friends and family test and a request for suggestions to improve our high rate of DNAs. |

Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  To provide an extra member of staff to help with answering the phones during the busiest morning period, 8.30 a.m. to 10.30 a.m. |
| What actions were taken to address the priority?  Staff within our existing numbers were identified to provide extra cover during 8.30 a.m. to 10.30 a.m. when the practice experiences its busiest time. |
| Result of actions and impact on patients and carers (including how publicised):  This has not worked as well as expected due to staff absence for sick, maternity or annual leave. Further funding needs to be identified to allow for an extra member of staff to provide regular morning cover. The action plan from the 2013/14 publicised this plan. |

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| Priority area 2 |
| Description of priority area:  To promote awareness of the online prescription ordering service and increase patient usage of this facility. |
| What actions were taken to address the priority?  Leaflets and poster in the waiting room and on the practice website. A patient message was also added to the right-hand side of the prescriptions informing patients of this service. |
| Result of actions and impact on patients and carers (including how publicised):  From having approximately 275 online prescription users we now have 431 online users.  Leaflets and poster in the waiting room and on the practice website. A message was also added to the right-hand side of the prescriptions informing patients of this service. |
| Priority area 3 |
| Description of priority area:  To promote the online appointment booking website. |
| What actions were taken to address the priority?  Leaflets and poster in the waiting room and on the practice website. Using the patient prompt facility within the Frontdesk appointment system which indicates to the reception staff to ask patients if they wish to sign up for the booking appointments on- line service. |
| Result of actions and impact on patients and carers (including how publicised):  We now have 385 patients registered to use the online appointment booking system which has rose steadily over the last 12-months from just over 200 patients.  Leaflets and poster in the waiting room and on the practice website publicise this facility. Using the patient prompt facility within the Frontdesk appointment system which indicates to the reception staff to ask patients if they wish to sign up for the booking appointments on-line service. |

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):

Back in 2012/13 the action plan had noted telephone access was a weaker aspect of the service and booking appointments in advance. To improve both of these aspects we have continued to promote:

* Appointments can be booked up to 5 days in advance with 2-weeks allowed for follow-up and workers appointments via the practice website, posters and leaflets within the waiting areas in practice.
* Patients wishing to be seen on the day will be triaged with our triage nurse who has access to gp appointments and again this is publicised in practice leaflet, website & posters within the practice.
* Requests for sick notes, test results and general information should be left until after 11 a.m. giving patients an improvement opportunity to book their appointments and home visit requests – again shown in the practice leaflet, website, and posters.
* Promote the surgery website as a means of disseminating practice information and services to a wider audience. This is shows on posters in the surgery, practice leaflet and we will add this into our letter-headed note paper and patient recall letters.

With a growing list size, currently at 8,106, but had been 7,960 in January 2013, this impacts on services and access, so the telephone continues to be an area of concern. We will continue to promote other areas of accessing the practice, e.g. online appointments and prescriptions, and we are currently looking to install a private line for gp access only which should free up the phones for patients dialling into the practice. We will continue to review and explore all areas of our service to provide an up-to –date and proactive practice.

1. PPG Sign Off

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| Report signed off by PPG: YES/NO – only 1 patient response from our membership of 33.  Date of sign off: 27/03/2015 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population? I believe the answer is reflected in the practice’s tabular response to the PPG mix.  Has the practice received patient and carer feedback from a variety of sources? I think that the PPG mix means that feedback is being received from a variety of sources.  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? The results shown for each of the priority areas seems to reflect an improvement.  Do you have any other comments about the PPG or practice in relation to this area of work? The practice appears to make every effort to keep the views of PPG members involved in decisions. |

Please submit your report to: [england.lancsat-medical@nhs.net](mailto:england.lancsat-medical@nhs.net) by 31st March 2015