

Annex D: Standard Reporting Template

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

Practice Name: Abbey-Dale Medical Centre and Vicarage Lane Surgery

Practice Code: P81714 and P81754

Signed on behalf of practice: Janine Deakin *J. Deakin* Date: 25.03.2015

Signed on behalf of PPG: Patricia Darbyshire *P.A. Darbyshire* Date: 25.03.2015

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												
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		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1779	1801		Practice	83%	9%	12%	11%	18%	12%	12%	9%
PRG	6	10		PRG actual				4	2	1	9	

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	64%	1%	0%	0%	0%	1%	1%	1%
PRG	16							

	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%	1%	1%	1%	1%	1%	0%	0%
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:

The PPG was advertised in the practice on the Envisage patient information board and patients were approached to see if they would be interested in joining the PPG

The group is mainly made up of retired patients as they seem the only ones able to spare the time. We do have a couple of professional people that attend when possible along with a young mother who cares for her disabled son.

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? **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

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

Patient Survey, letters of thanks and any complaints. Also verbal face to face from patients to staff and also during the PPG.

How frequently were these reviewed with the PRG? **Every other month**

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Difficulties getting appointments

Reducing DNA's

What actions were taken to address the priority?

The Participation Group mentioned that it was difficult getting an appointment with a GP, so we did a tally of all the DNA's week by week. This was put up in the waiting room and on the envisage screen in the waiting area. This detailed how many appointments had been wasted and totalled how much time was lost that week.

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

This highlighted to our patients that the reason appointments were difficult to make was because so many appointments were wasted due to patients not turning up for appointments made.

Priority area 2

Description of priority area:

Practice Leaflet

What actions were taken to address the priority?

A new Practice Leaflet was designed containing clear advice and information to both new and already registered patients.

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

These are available on registration as well as being available from the Receptionist. The leaflet was designed in house to reduce costs and will be easier to alter or add to should anything change at the Practices.

Priority area 3

Description of priority area:

Health Promotion

What actions were taken to address the priority?

Following a thorough clear out in the waiting area. A large Notice Board was made available to the Patient Participation Group. They are going to make use of this with current health promotion, including Dementia, The Memory Clinic, Bowel Screening Campaign, Cervical Cytology, Why A&E, Flu, Hay fever and Staying Safe in the Sun.

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

By having less information in the Waiting Room the patients do actually read the information on the notice boards. More appointments have been made to the services promoted and patients have made comments about how they prefer clear information regarding individual health promotion screenings. Patients are asking questions regarding information provided and are encouraged to make appointments with a health care professional.

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 Patient Survey was completed last year, as there have been so many changes within both practices we felt it was unfair to do another one until things had settled down. We are planning to get a survey out to patients from the beginning of April.

On-going discussions take place regarding the Appointments system and ways to improve access.

The Health Monitor in the waiting room repairing

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19.03.2015

How has the practice engaged with the PPG: Every other month on a face to face basis over coffee and biscuits.

How has the practice made efforts to engage with seldom heard groups in the practice population?

GP's, Nurses, and Pharmacists are making visits to housebound and Nursing Home Patients.

Has the practice received patient and carer feedback from a variety of sources?

We are constantly receiving both good and bad feedback which is acted upon immediately.

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?

As mentioned previously in the priority areas.

Do you have any other comments about the PPG or practice in relation to this area of work?

Our PPG has become a nice group that feel that they are able to say if they have anything that they wish to discuss. The information soon gets around about what is going on that is good and also anything that needs addressing. We have been working very hard across both Vicarage Lane Surgery and Abbey-Dale Medical Centre to address any problems that have arisen following the take over from April 2014.