Annex D: Standard Reporting Template

[Name] Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Liversedge Health Centre

Practice Code: B85612

Signed on behalf of practice: Robina Naz Date:20.03.2015

Signed on behalf of PPG: Date:20.03.2015

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify)  Face to face, via telephone or email | |
| Number of members of PPG:10 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 1726 | 1659 | | PRG | 3 | 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 | 709 | 449 | 425 | 483 | 459 | 370 | 288 | 202 | | PRG | 0 | 0 | 0 | 1 | 3 | 5 | 1 | 0 | |
| 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 | 2136 | 3 | 1 | 26 |  | 26 | 14 | 4 | | PRG | 9 | 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 | 43 | 517 | 1 | 9 | 12 | 7 | 10 |  | 0 | 52 | | PRG | 0 | 1 | 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:  **Posters placed in waiting areas, message on website, face to face invites. We also recently undertook a practice survey where there was an opportunity to join the group. Two additional patients came forward.** | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  In house survey, nature of complaints, patient verbal feedback via telephone, FFT , GP revalidation surveys |
| How frequently were these reviewed with the PRG? Annually  We also discussed different elements of these at each meeting |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Health Care Assistant appointments not consistent due to sporadic sick leave. |
| What actions were taken to address the priority?  Employed a part time HCA to cover, plus as and when the need arises HCAs from our other practice will run clinics and also accommodate anyone requiring to be seen urgently.  We have also brought in a receptionist that can undertake phlebotomy to ensure that these appointments continue.  We have a third individual who we have invested in who is presently undertaking HCA training so that we have a back up for unexpected absence. |
| Result of actions and impact on patients and carers (including how publicised):  Reduced disruption of appointments – more appointments available. Publicised on website as well as in waiting areas. |

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| Priority area 2 |
| Description of priority area:  You have difficulty in accessing the Practice via telephone. Patient receive a ringing line rather than engaged and believe that nobody is answering. |
| What actions were taken to address the priority?  This issue has been under continual monitoring and review since the previous year - we have contacted our suppliers to discuss the installation of an additional line. |
| Result of action and impact on patients and carers  We now have 2 incoming lines therefore easing access for our patients |

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| Priority area 3 |
| Description of priority area:  PPG raised the issue of usage of mobile phones at reception for private calls |
| What actions were taken to address this priority?  Raised awareness amongst staff – also pointed out clause in contracts regarding usage of mobile phones and the policy re personal usage. |
| Result of actions and impact on patients and carers (including how publicised):  No private calls made during working hours.  We do have a practice mobile used for direct access by health related services and for us to get in touch with the duty Dr that will remain |

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):

Patients requested a male GP – we recruited a male GP

We would like continuity of care with same GP – 2 GPs working on fixed days at the Practice

Booking appointments on line- now available via our website

Telephone access- was under review – result for 2015 is an additional line has now being added

Shortage of Bilingual GPs – the practice policy is to recruit the best applicant based on skills and experience. However we were delighted that our latest member to join is fluent in another language.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 20.03.2015 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?  Contacted patients via telephone and opportunistically when visiting the practice  Has the practice received patient and carer feedback from a variety of sources?  Yes  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?  Additional telephone line has improve patient access, due to restriction of mobile phones by reception staff patients feel they are being listened to  Do you have any other comments about the PPG or practice in relation to this area of work?  NO |