Annex D: Standard Reporting Template

NHS England North - Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Brookvale Practice

Practice Code: N81096

Signed on behalf of practice: Dawn Heggarty Date:17th March 15

Signed on behalf of PPG Henry Milner Date:

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, Telephone. We also use our waiting room TV and website to encourage new members | |
| Number of members of PPG:10 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 3384 | 4196 | | PRG | 5 | 5 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1829 | 785 | 1186 | 1222 | 963 | 1026 | 672 | 401 | | PRG |  |  |  | 1 | 1 | 4 | 2 | 2 |   The practice recognises that our PPG does not entirely reflect our patient list in terms of age and gender however we are actively trying to encourage younger members.  Our patient group however does consist of the following:   * Chair User * Mum with young children * Mother of a young child with a learning disability * Patient who sits on Health Watch Board * Patient who is a Lay Member of the CCG * Patient with complex health needs * Several retired patients |
| 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 | 7909 | 15 |  | 36 | 2 | 10 |  | 11 | | PRG | 10 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 6 | 8 |  | 4 | 15 | 9 | 2 | 18 |  | 39 | | 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: | |
| 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:  **NO** | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  There has been lots of things discussed during the various PPG meetings however the following have been discussed during several meetings:   * Refurbishment of Toilets Facilities * Patient On-Line Services * Appointment Capacity * Joint Patient Group with Weaver Vale Patient Group Member’s * Friends and family Test |
| How frequently were these reviewed with the PRG?   * Refurbishment of Toilets Facilities – discussed during 4 meetings * Patient On-Line Services – discussed on 2 occasions and PPG members actively trialling the system before go live date on the 1st April 15. * Appointment capacity – discussed during 2 meetings * Joint Patient Group with Weaver Vale Patient Group Member’s – Discussed during 2 meetings * Friends and family Test – Discussed during 2 meetings |

Action plan priority areas and implementation

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| Priority area 1 | |
| Description of priority area:  Refurbishment of toilet facilities as they are currently not fit for purpose, patient feedback has indicated that our current toilet facilities do not fit the needs of our patients. | |
| What actions were taken to address the priority?   * We have commissioned the services of a surveyor who has provided a specification that fits both the needs of patients and staff. * Specification has been discussed with PPG * The specification has gone out to tender and the relevant quotes have been received. * The Surveyor is currently reviewing the quotes to ensure they meet specification requirements, once this has been done we are hoping to start work in the next few weeks. | |
| Result of actions and impact on patients and carers (including how publicised):  Out toilet facilities will fit the needs of all patients including our disabled patients which will improve the patient experience. | |
| Priority area 2 |
| Description of priority area:  Launch of Patient On- Line Services |
| What actions were taken to address the priority?   * Patient On Line Services discussed with PPG * A representative from NHS England has delivered a presentation to PPG * Patient Group members have been registered ahead of the go-live date and have agreed to take part in a pilot to test the service. * PPG members have agreed to support and promote on-line access to other patients |
| Result of actions and impact on patients and carers (including how publicised):   * Smooth implementation for patients * Equip patients with information to enable them to better manage their own health conditions   The service has already been publicised on our website, waiting room TV and on posters throughout the practice. |
| Priority area 3 |
| Description of priority area:  Implementation of Friends and Family Test |
| What actions were taken to address the priority?   * Implementation has been discussed with PPG members at several meetings * PPG member attended one of our flu clinics on Saturday 11th October 14 to promote the friends and family test. PPG Member issued 264 surveys and received over 200 back. Albeit we cannot publish this information the feedback received via the surveys has provided us a great insight as to how patients rate our services, * Results from the surveys collected above have been discussed with the PPG |
| Result of actions and impact on patients and carers (including how publicised):   * Practice can act upon patient feedback as and when received which will help improve the patient journey for all patients   Practice has publicised the Friends and Family test on the website, waiting room TV, posters and by word of mouth. |

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 following are all actions from previous surveys:**

**Prescription Procedures**

Practice has invested a lot of time reviewing its prescription procedures with Medicines Management with an aim of improving the service provided to patients.

All existing prescription procedures have been reviewed and adjusted were needed and as a result practice is receiving fewer complaints.

**Telephone Access**

Practice continues to audit telephone waiting times on a weekly basis and has made several changes to staff working hours to reflect patient demand.

**Waiting Room Times**

GP’s continue to offer 15 minute appointments which has help reduced waiting room times

1. PPG Sign Off

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| Report signed off by PPG: YES - Henry Milner, Patient Participation Group Member  Date of sign off: 17/03/2015 |
| How has the practice engaged with the PPG: YES  How has the practice made efforts to engage with seldom heard groups in the practice population? YES  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 all areas addressed at least 1 meeting  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? No |