

# Annex C: Standard Reporting Template

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

Practice Name: Beechwood Surgery

Practice Code: F81023

Practice website address: Beechwood-surgery.co.uk

Signed on behalf of practice: Kate Woolterton

Date: 18/3/2015

Signed on behalf of PPG: Barry Ford

Date: 23/3/2015

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

Does the Practice have a PPG? <b>YES</b>
Method of engagement with PPG: <b>Face to face, Email</b> , virtual group
Number of members of PPG: 26

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50	50
PRG	47	63

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	21	8	15	16	16	10	7	7
PRG	0	0	4	4	13	54	13	12

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	87				5			
PRG	93				0			

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	6					1			1	
PRG	7					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:

Advertised for members/interested patients to get involved using posters and fliers on practice website, in the practice on the PRG notice board.

PRG members have PRG T-shirts, so when they are running events they are visible and it advertises that we have a Patient Group. This is an opportunity to engage other patients, e.g. at flu clinics (over 2000 patients attend these) and at patient information “meet and greet” sessions.

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 (written) conducted in Autumn 2014

Suggestion Box in Reception

F.F.T from January 2015

How frequently were these reviewed with the PRG?

Annual survey which was reviewed spring 2015.

Suggestion box as and when topics relate to PRG, ad hoc.

FFT will be reviewing quarterly in line with appropriate PRG meetings.

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: 2013/14 action plan</p> <p><b>Objective 1 SMS</b> Make use of SMS to remind patients to call for test/x-ray results</p>
<p>What actions were taken to address the priority?</p> <p>Advertised benefits to patients- in surgery, on website and on prescriptions</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>We have 2305 patients who have consented to use SMS so they can receive notification of test results; this improves clinical governance.</p> <p>We do not have data as to how many patients have responded to such SMS messages, but if any have then it was worth doing.</p>

## Priority area 2

Description of priority area:

**Objective 2**            **TO ATTRACT NEW MEMBERS TO THE GROUP**

What actions were taken to address the priority?

Ran campaign in waiting room on PRG board to attract new members (very limited response), and tried to recruit at flu clinics when there was a high footfall.

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

PRG had considered writing a newsletter but decided to organise meet and greet sessions as these would be more effective.  
Will run another campaign, in a different way, in 2015/16; need to think how to attract new members.

### Priority area 3

#### Description of priority area:

To reduce number of DNA

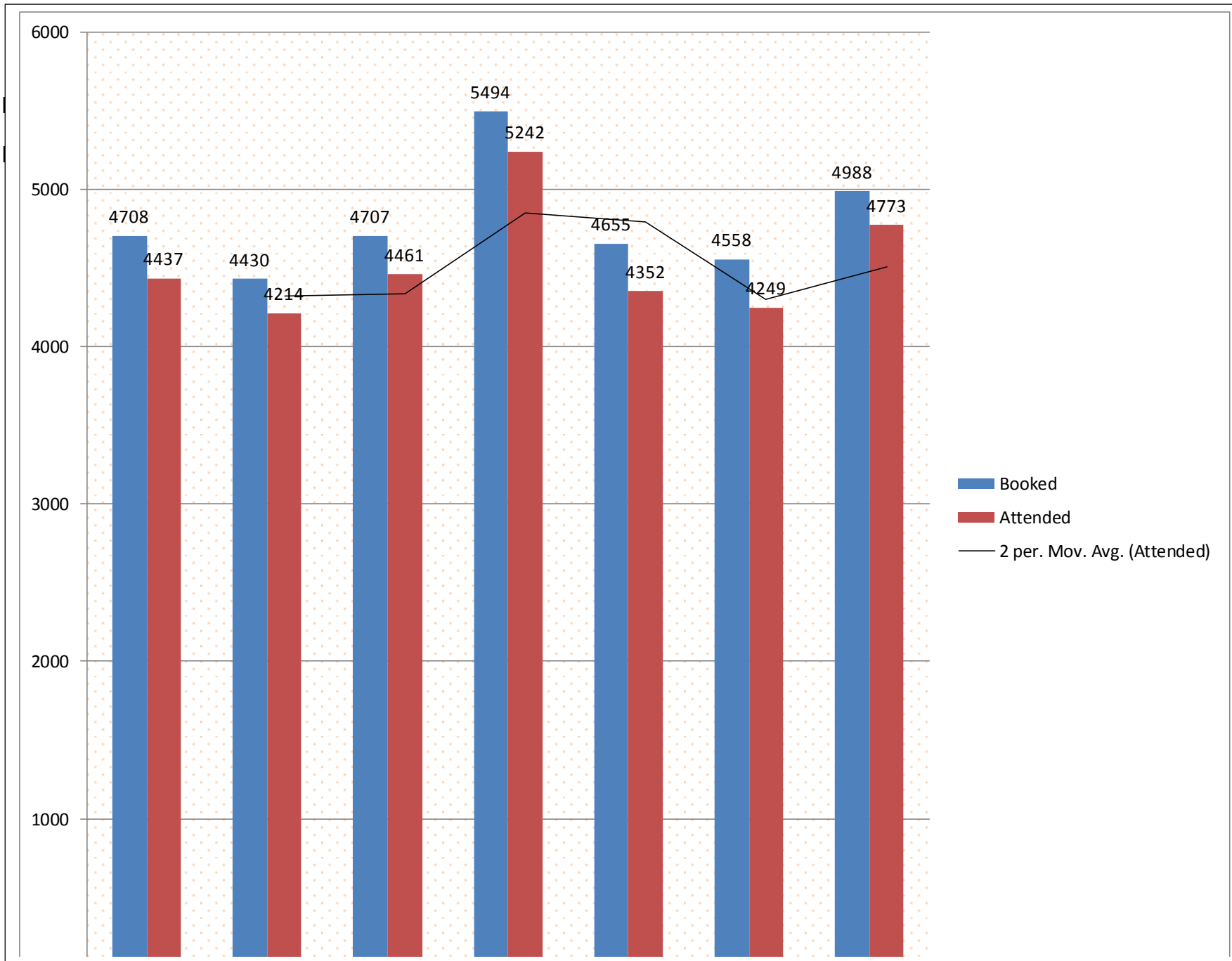
The practice has continued to encourage patients to give us their mobile number and sign up for SMS appointment reminders.

#### What actions were taken to address the priority?

The practice monitors DNA and has followed this up; four patients this year have been removed due to multiple non-attendance and not cancelling their appointments. They receive a SMS notifying them that we monitor DNA, they receive three letters making the patients aware that they will be removed from our practice if they continue to DNA, they are then removed due to breakdown in communication.

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

Our PRG are doing a lot of work at the moment to identify how we can work towards lowering our DNA rate, what measures are required and how we can work together with the staff and patients.



#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

Group meets at the practice every 6-8 weeks, member of practice management team always attends. Minutes have been written up by practice staff and resources made available to PRG. Recently one PRG member has started to take on lead with agenda and minutes.

Practice tries to take on board ideas that PRG raise.

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

Advertising in practice, on website and at patient events (flu clinics for all ages and meet and greet sessions)

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

We have a carers champion who is available should carers want to make comments, and we seek feedback from surveys, FFT token system, FFT cards, suggestion box, complaints.

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

Yes, minutes of meetings available if required.

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

Staff aware of needs of carers and we try to ensure carers are recorded/ read coded so all staff aware.

Booking appts should get easier as DNA rates fall, patients should get results and reassurance quicker if they get an SMS reminder to call for their results and as the PRG has more members it will represent the practice population better.

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



## **ACTION PLAN FOR 2015/16**

1. Improve experience/ service at front desk.

It was discussed by the PRG that a bell should be put in reception for the patient to ring to alert the receptionist. This was agreed with the Practice Manager and we are in the process of sourcing a bell.

2. Another phone line

It may be possible to look at an answer phone that would take cancellation calls, during open hours, but it was also felt that online booking should be promoted. This is a free resource which allows patients to book and cancel appointments.

3. Information of GPs specialities

The PRG felt it would be a good idea for the reception noticeboard to have a guideline as to doctor specialities; this is a good idea and will be actioned. Ideally this would be on a TV screen rather than noticeboard.