

Annex D: Standard Reporting Template

**Cheshire, Warrington & Wirral Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template**

Practice Name: *Guardian Medical Centre*

Practice Code: *N81012*

Signed on behalf of practice (type name): Dr J Nash **Date:** 23rd March 2015

Signed on behalf of PPG (type name): Mr J Regan **Date:** 23rd March 2015

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

Does the Practice have a PPG? YES / NO <i>Yes</i>											
Method of engagement with PPG: Face to face, Email, Other (please specify) <i>Face to face and email</i>											
Number of members of PPG: <i>19</i>											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	<i>49</i>	<i>51</i>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	<i>42</i>	<i>58</i>	Practice	<i>21</i>	<i>9</i>	<i>14</i>	<i>15</i>	<i>15</i>	<i>11</i>	<i>9</i>	<i>6</i>
			PRG	<i>0</i>	<i>0</i>	<i>5</i>	<i>5</i>	<i>11</i>	<i>21</i>	<i>37</i>	<i>21</i>

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	8861	20	6	300	6	9	4	3
PRG	19	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	102	72	3	23	83	40	16	9	2	3
PRG	0	0	0	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:

To recruit patients which is representative of the practice population in terms of gender, age and ethnic background, we took the following steps:

- ◇ *Continued to recruit via the Patient Participation page on our website www.guardianmedicalcentre.co.uk*
- ◇ *Clinical staff continued to highlight suitable patients and these were invited by telephone, letter or email*
- ◇ *Publicised the Patient Participation Group on the website*
- ◇ *Promoted group via posters on a designated noticeboard and CCG promotional board in the main waiting area of the practice*

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

No

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

N/A

2. Review of patient feedback

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

Feedback was gathered in a number of ways, the main areas were:

- 1) Patient comments on the PPG noticeboard*
- 2) Verbal & written feedback received from patients throughout the year*
- 3) GPAQ questionnaires completed online via the practice website*
- 4) Patient questionnaires in relation to the change of the appointment system*

Common theme from all feedback was based on three key areas,

- 1) Improve patient access appointments*
- 2) Improve patient access via the telephone – suggested a new telephone system to include a call queuing facility*
- 3) Improve disabled access – automatic doors*

How frequently were these reviewed with the PRG?

Patient comments and feedback are discussed at each meeting and is an item on the agenda.

Action plan priority areas and implementation

Priority area 1

Description of priority area:

Patient access (Appointments)

Ongoing problems with patients accessing the surgery, patients were having difficulty booking appointments to see a GP, leading to increased wait times to obtain appointments, and long wait times in open surgery sessions.

What actions were taken to address the priority?

*Reviewed feedback from patients via GPAQ questionnaire completed online, verbal and written feedback via PPG noticeboard
Capacity and demand audit*

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

Implementation of Doctor First, a new appointment system where the patient's first contact is to speak to the GP initially by telephone.

Promoted in local press and CCG publication, on the surgery website, in the surgery and via text message to all patients registered with the SMS service.

Priority area 2

Description of priority area:

Telephone Access

Patients highlighted that there are problems accessing the surgery via telephone, particularly at peak times. Complaints included the length of time it takes to get through on the telephone and suggested a call queuing system be implemented.

What actions were taken to address the priority?

Audit number of calls coming through the surgery, reorganised internal working processes to enable maximum number of receptionist available to answer telephone during peak times.

Increased number of online appointments available for booking via website

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

Increased the number of receptionist answering telephone at peak times.

Promoted practice website and actively promoted online booking system, via SMS messages, via website and notices in the surgery.

Priority area 3

Description of priority area:

Entrance problems.

The PPG members highlighted that the main entrance to the Practice was not user friendly to disabled patients and those who were bringing prams into the building.

What actions were taken to address the priority?

Review of the area with PPG

Discussion with GP Partners & Practice Manager feeding back PPG comments

Quotes for improvements obtained

Application to NHS England GP Premises Fund for grants to improve area.

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

It was agreed that the doors are wide enough to accommodate those patients who are wheel chair users or have prams, however it was acknowledged that the doors are heavy and it would be beneficial to have some form of power assisted door in use.

As we have had not any form of complaint or feedback from patients regarding entrance access, it was agreed that due to the cost of the required improvements that this was a lower priority area at this time.

Decision fed back to PPG members and agreed to continue to monitor and review as and when the need arises.

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):

As a PPG we have progressed greatly in the past twelve months. We have now recruited a PPG chair and he and our PPG members are active, forward thinking and have a keen interest in improving patient services and the patient's experience.

Appointment access has been discussed in previous years, the implementation of Dr First, is a radical change which has been embraced by Practice staff and its patients. It has enabled us to increase patient access by over 30%, the PPG are continuing to review services to enable us to adapt the system so that the majority of patient needs and expectations are met.

3. PPG Sign Off

Report signed off by PPG: YES/NO Yes

Date of sign off: 25th March 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?

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

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

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

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

The practice has actively promoted the PPG to all members of the Practice, including those seldom heard of groups. They have promoted by having specific sign up forms, PPG members coming into the surgery and promoting the PPG to patients, sending SMS messages to invite patients and promoting on the website.

The practice has received patient carer and feedback from a variety of sources, including via online and in surgery questionnaires.

The PPG were involved in the agreement of all three of the priority areas. These areas were discussed at length and solutions discussed at PPG meetings throughout the 2014 / 2015 period.

The service offered to patients and carers has improved as a result of the action plan as there is increased flexibility of how patients and carers access the service. There is the ability for patient to book telephone consultations online or for service users to have a telephone consultation in the first instance, reducing the need for visits to the surgery.

Other comments

The PPG are a small but proactive group of patients, whilst it has been difficult to recruit from some of the groups of patients, the members and practice staff will continue to promote and recruit where possible.