Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team

2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: The Clarkson Surgery

Practice Code: D81011

Signed on behalf of practice: Dr I H Mason Date: 17.3.15

Signed on behalf of PPG/PRG: Date:

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

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| Does the Practice have a PPG? YES / NO | Yes |
| Method of engagement with PPG: Face to face, Email, Other (please specify) | Via email and Health Unlocked website. |
| Number of members of PPG: | 312 |

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| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49.8 | 50.2 | | PPG |  |  | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | >75 | | Practice | 17 | 8.6 | 11.7 | 11.4 | 14.1 | 13.4 | 12.4 | 10.9 | | PPG |  |  |  |  |  |  |  |  | |
| Detail the ethnic background of your practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other White | White & Black Caribbean | White & Black African | White & Asian | Other mixed | | Practice |  |  |  |  |  |  |  |  | | PPG |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/ Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Any Other | | Practice |  |  |  |  |  |  |  |  |  |  | | PPG |  |  |  |  |  |  |  |  |  |  |   Unfortunately we are unable to provide a breakdown of our PPG age, sex and ethnic origin. Please see attached sheet giving our practice ethnic origin breakdown. | |

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| 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:  All patients who attend the surgery are given the opportunity to join the PPG. In addition to this, all new patients are given the option of joining the PPG at the time of registration. |
| 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 (Lesbian Gay Bisexual Transgender) community? YES/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**

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| Outline the sources of feedback that were reviewed during the year:  The sources of feedback were via the Health Unlocked PPG.  We had a CQC inspection feedback questionnaire.  The practice survey indicated there were concerns regarding car parking, lack of knowledge regarding the practice website and some comments regarding the GP phone back service. |
| How frequently were these reviewed with the PPG?  Any questions or issues that arose from the PPG during the year have been responded to within two weeks via Health Unlocked. |

1. **Action plan priority areas and implementation**

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| **Priority area 1** |
| Description of priority area:  Car Parking – 19% of patients experience problems with parking when attending the surgery. |
| What actions were taken to address the priority?  It is suggested that patients, if possible, to attend reception at quieter times for non-appointment matters (such as collecting letters, certificates and repeat prescriptions). This is generally between noon and 3pm. |
| Result of actions and impact on patients and carers (including how publicised):  This has been of greater convenience to the patients, having to queue less in reception and making it easier to park their cars. |
| Priority area 2 |
| Description of priority area:  Practice website. 47% of patients indicated that they were unable to express an opinion regarding the website. |
| What actions were taken to address the priority?  A significant proportion of patients are unaware of the practice website. We will aim to improve the information regarding the website within the surgery and on repeat prescriptions. |
| Result of actions and impact on patients and carers (including how publicised):  If more patients use the website, they will benefit from being able to book online appointments at a convenient time to suit them and also order repeat prescriptions. |
| Priority area 3 |
| Description of priority area:  Dr ring back service. Although patients are generally satisfied with this service, a small proportion of patients have asked for a specific time when the GP will phone them back. |
| What actions were taken to address the priority?  Reception will be more flexible when specifying a time when the GP will phone for those patients who are going out or who work etc. |
| Result of actions and impact on patients and carers (including how publicised):  Greater convenience to patients who are expecting a telephone call from their GP. |

**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):

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| We have invested in a new telephone system which has enabled telephone calls to be answered more promptly.  From May 2014 an extra three sessions of appointments per week have been made available.  Requests for emergency appointments are now being dealt with initially by the GP speaking to the patient on the telephone. Over the phone, they can decide the most appropriate course of action for the patient. This has proved successful and appreciated by patients. |

1. **PPG Sign Off**

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| Report signed off by PPG: YES/NO    Date of sign off: |
| 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 Clarkson Surgery has maintained a regular dialogue with the PPG via the website forum. The practice responds to questions and comments. On many occasions, other members of the PPG contribute to the online debate.  Items of importance and interest are posted on the PPG website (such as the appointment of a new Doctor or Nurse).  The practice has advertised the PPG to all members of the practice population. The practice survey was distributed to a random cross section of our patients.  The practice has received feedback from carers and family via the CQC, the friends and family test and communications from patients directly addressed to the practice manager and clinicians.  The priority areas for the action plan were posted via the PPG website and the response received was that it was appropriate to develop the action plan.  The implantation of the action plan has resulted in a ‘smoother pathway’ for patients attending the surgery for non-clinical matters and awaiting telephone advice.  The virtual PPG is a very valuable resource and the practice will continue to actively engage in discussions with the PPG. |