

Annex D: Standard Reporting Template

Yorkshire and the Humber Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: MILL ROAD SURGERY

Practice Code: C88095

Signed on behalf of practice: Dr Paul Johnstone

Date: 5.3.15

Signed on behalf of PPG: Rosie Smith

Date: 5.3.15

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

Does the Practice have a PPG? YES											
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face meetings											
Number of members of PPG: 8											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	47.8	52.2	Practice	17.3	9.3	10.3	12.5	16.3	12.3	12.6	9.4

PRG	38	62	PRG	-	-	12.5	12.5	12.5	25	25	12.5
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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	59.7	0.2		0.9	0.2	0.8	0.6	0.2
PRG	62.5							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.2	0.2		0.1	0.3	0.2	0.1			6.7
PRG	12.5									25

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:

We have ensured that our patient representatives cover a range of different age groups, gender, ethnic background and representation for carers. We have personally invited some members to enable us to have a wide range of views and opinions from our representatives and have recruited others from an open invitation for representatives by promoting the group in the Practice Newsletter.

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:

We have a patient comments book at the surgery which enables patients to leave their comments which are discussed with the patient representatives at the patient group meetings.

The Surgery has very much an open door policy with the patient population and feedback from patients are discussed at staff meetings for possible action and changes.

Comments posted on the NHS choices website and I want great care website are discussed in practice and are also included on the agenda for the patient group meetings.

Results of the GP patient survey are discussed at the patient group meetings.

Friends and family test results and comments are discussed at the patient group meetings.

How frequently were these reviewed with the PRG?

This is a standing item on the patient group meetings agenda and also email/phone contact with the group if necessary

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improvement in the use of SystmOne on-line services within the Practice.

What actions were taken to address the priority?

Reception staff promote the online prescription requesting to patients when they contact us to re-order their repeat prescriptions.

Counterfoil prescription message was used to inform patients of how they could order their repeat prescriptions on-line at a convenient time for them.

Our Autumn newsletter had an article on electronic services and the SystmOnline app to raise awareness for patients to be able to order repeat prescriptions and book and cancel appointments on-line. We now include the number of patients registered for on line services in our newsletters.

Information about on-line services are on the Practice website with a link to the systmonline website.

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

We now have 18.7% of the practice population registered for the use of on-line services. Feedback from patients has been positive in that they are able to order their medication or book appointments at their convenience. Carers have found it useful in that they can do this from their own homes. We now include the number of patients registered for on line services in our newsletters.

Priority area 2

Description of priority area:

Use of mobile phones by patients in the waiting area. This was raised by an unwell patient sat waiting for his appointment, while another patient was holding a very loud and lengthy conversation on their mobile phone.

What actions were taken to address the priority?

This comment was discussed with the patient group representatives at the meeting on 21.8.14 and it was agreed that we would have polite notices in both waiting areas asking patients using their mobile phones in the waiting room to be considerate of other patients also sat waiting.

This was also discussed with Reception staff at the admin meeting on 30.9.14 to raise their awareness of patients inconsiderately using their mobile phones in the waiting room.

Result of actions and impact on patients and carers (including how publicised):
Notices have been placed in both waiting areas.

Priority area 3

Description of priority area:
Raising patients awareness of electronic signing of prescription service.

What actions were taken to address the priority?
This was discussed at the patient group meeting on 15.5.14 and we agreed to include an article about the service in the Practice newsletter and have a counterfoil message on the repeat prescription re-order form. Reception staff raise awareness of the service with patients when they are requesting their repeat medication. Information is also included on the Practice website.

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

Increased usage of the service by patients and carers.

Progress on previous years

We have raised awareness in the Practice of patients with deafness, blindness or poor mobility by discussion at clinical meetings and admin staff having attended sensory awareness training. Clinicians continue to fetch their patient from the waiting areas to ensure they don't need assistance to get to the consulting room.

Practice newsletters routinely include information for patients on how they can let us have their feedback.

To improve identification of carers and people who are cared for within the Practice, meetings have included discussion of patients and where they have a carer, that they are included on the carers register.

Practice newsletters, posters and other information include information for patients of the on-line services available.

Patient notices are displayed in the surgery for use of the disabled parking bays for disabled users only.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 05/03/15

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 have been fantastic at listening and addressing the groups concerns. The Practice Manager is always available for any of us and actively encourages our feedback and suggestions, no matter how small our issues.

We are fortunate enough to have a wide range of different people in our group. One area we all agreed may be slightly under represented were older people with little or no experience with information technology. We have recently accepted a new member who falls in to this category to ensure their opinions are taken in to consideration.

As outlined above our PPG is always consulted on priority areas and we feel our comments are considered when the action plans are put in to place. As a result of the various action plans, we agree service has been improved for all patients at the practice. Overall satisfaction levels of group are very high thanks to the Practice Managers commitment to our group.

Rosie Smith

Chair Person of Mill Road Surgeries Patient Participation Group.