

# Annex D: Standard Reporting Template

Thames Valley Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Misbourne Practice

Practice Code: K82051

Signed on behalf of practice: Denise Burnham

Date: 17.3.15

Signed on behalf of PPG: Virtual Group have seen Report and have agreed to content

Date: 25.3.15

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

Does the Practice have a PPG?    YES																																					
Method of engagement with PPG:    Email																																					
Number of members of PPG:    52																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>49%</td> <td>51%</td> </tr> <tr> <td>PRG</td> <td>42%</td> <td>58%</td> </tr> </tbody> </table>	%	Male	Female	Practice	49%	51%	PRG	42%	58%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>19%</td> <td>7%</td> <td>9%</td> <td>12%</td> <td>16%</td> <td>13%</td> <td>12%</td> <td>12%</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>4%</td> <td>10%</td> <td>13%</td> <td>21%</td> <td>21%</td> <td>31%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	19%	7%	9%	12%	16%	13%	12%	12%	PRG	0	0	4%	10%	13%	21%	21%	31%
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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								
PRG	94%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG	4%		2%							

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 are welcome to join the PPG. The PPG is publicised on noticeboards in the surgery and on the website. Information is also included in our new patient registration pack so that all new patients registering with the Practice are aware that we have a PPG.*

*When we originally set up the PPG in 2011 GPs were asked to identify members of specific care groups and we then wrote to a number of these to invite them to join the group. GPs were also mentioning the creation of the group to patients at the end of consultations to help publicise the group and encourage volunteers to join.*

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 feedback is always welcomed at the Practice. Receptionists will feedback comments to the Practice Manager and clinicians if appropriate. Posters in the waiting room inform patients that we welcome feedback. At one point we did have a comments box but this was not used by patients and we feel this has now been overtaken by events with the introduction of the Family & Friends Test.*

*Feedback can be both positive and negative. Sometimes we will receive complaints in writing but we also receive 'thank you' notes and cards too.*

*We have also introduced a new website which includes a feedback form so patients are able to give us feedback online. So far we have received one form back – which was complimentary.*

How frequently were these reviewed with the PRG?

*General feedback is not usually reviewed with the PPG. In 2012, 2013 and 2014 we did carry out Patient Surveys which were reviewed with PPG.*

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

*As a result of the Patient Survey in Feb 2014 the main area for review was the concern about long waiting times in the surgery once a patient had arrived for an appointment due to clinicians running late.*

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

- *Clinicians were made aware that this issue was of concern to many patients*
- *We considered introducing 'breaks' in clinic appointment times to enable some 'catch-up' time (this was not actioned as clinicians felt they could not extend their surgeries any longer due to other demands and did not want to reduce the overall amount of appointments available)*
- *GPs were asked to encourage patients to book an appointment for one problem at a time, rather than arrive with a long list*
- *Posters were put up in the waiting rooms reminding patients that an appointment is scheduled for 10mins and should be for one problem only if possible*
- *Receptionists were asked to inform patients of possible delays so that patients could make an informed choice as to whether to continue to wait or rebook*
- *The check-in screens were configured to show approx. waiting times when patients book in so that they were aware of any delays from the outset*

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

*Results have been hard to quantify as we did not have statistics available to make direct comparisons. However, we feel that this is an ongoing problem and whilst we are aware of it and have tried the above suggestions, the unpredictability of presenting patients does make this a difficult problem to manage. We continue to try our best to avoid delays.*

## Priority area 2

### Description of priority area:

*Last year a result of our patient survey, and then in consultation with the PPG, only one priority area was identified as an area to target (see previous page).*

*There was discussion about concern about the possible loss of continuity of care as a result of GPs working part-time and whether this should be a priority area to address. However, the Practice felt this was not something we could change (GPs would not be increasing their hours) so it was not raised as a target area. The Practice did reassure the PPG that all GPs at the surgery have equal access to patient records and are able to fully consult with all patients. The PPG agreed that we would not make this a priority area.*

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

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

Priority area 3

Description of priority area:

*Not applicable this year.*

What actions were taken to address the priority?

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

## 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 Practice has participated in this scheme since the introduction of the DES.*

*Patient Surveys were carried out for 3 consecutive years.*

*The key Action points as a result of the surveys were:*

- a) publicise the services offered by our Nurses in Minor Illness clinics*
- b) publicise our online service for booking appointments and requesting online prescriptions*

*The efforts to increase knowledge of these services has resulted in an increase of patients registering to use the online services and awareness of the Minor Illness clinics as show below:*

*Are you aware that the Nurses offer Minor Illness clinics?*

*Are you aware you can use online services?*

	Yes	No						Yes	No
2012	59%	41%					2012	62%	38%
2013	66%	34%					2013	61%	39%
2014	71%	29%					2014	81%	29%

#### 4. PPG Sign Off

Report signed off by PPG:

Date of sign off:

How has the practice engaged with the PPG:

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 PPG have been involved in the agreement of priority areas and the resulting action plans. They have been contacted prior to each patient survey and asked for any ideas on the content of the questionnaire.*

*This year we sought feedback from the PPG on the usefulness of the screens in the waiting rooms and what they thought they would like to see on them. As a result of this feedback the Practice has decided to take up the offer of the use of the Envisage screens (until now we have had our own screens).*

*The PPG were also informed about the incoming FFT. They were asked for approval on the suggested 'additional' question and they were asked how they thought it would be best to collect feedback. As a result of their comments we collect FFT responses via paper (forms at the Reception desks), via text and via our website.*

*We have dedicated PPG noticeboards in our waiting rooms. These display survey results, recruitment posters (how to join the PPG) and most recently monthly figures from the FFT. Any posters/invites to CCG events are also displayed on these boards.*

*The Practice is currently considering whether to develop the role of the PPG by holding meetings in addition to email contact.*