

Annex D: Standard Reporting Template


Kent and Medway Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: [Horsman's Place Surgery](#)

Practice Code: [G82048](#)

Signed on behalf of practice: [Dr S Noorpuri](#)

Date: [10/03/2015](#)

Signed on behalf of PPG: 

Date: [11/3/15](#)

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

Does the Practice have a PPG? YES/ NO - YES											
Method of engagement with PPG: Face to face, Email, Other (please specify) – Face to Face											
Number of members of PPG: 16											
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	5273	5337	Practice	2171	974	1520	1410	1499	1139	951	955
PRG	9	7	PRG	0	0	0	2	1	0	6	7

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	82%				5%		1%	7%
PRG	13	0	0	0	0	0	1	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2%				3%					
PRG	1	0	0	0	1	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:

We asked each doctor to approach a selection of patients, bearing in mind we need to get as balanced a group as possible. We also have a poster asking for volunteers and a section on our website that has information and a clickable link to a registration form. We also recently started to alternate the time of the meetings from mid-day to late evening to make it easier for the working younger patients to attend such meetings and take part. This group is much more representative as we have built it up over the last three years from having the registration form added to the new patient registration pack, advertising within the surgery, both using posters and word of mouth, i.e. being approached by reception staff. We are hoping with the introduction of the new PPG intranet and a dedicated Noticeboard area we can attract more patients to be involved in the PPG.

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:

2. Review of patient feedback

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

- GP Patient Survey
- I want Great Care
- F.F.T questioners
- Patient's comments to members of staff both written and verbal

How frequently were these reviewed with the PRG?

We had a new practice Manager starting in December 2014 who on the first meeting held in January 2015 reviewed previous feedbacks from patients and presented them to the group to create an action plan for the coming year.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><u>Premises</u></p> <ul style="list-style-type: none">- Improved Noticeboard Area- Handrails on both sides of the stairwell- TV with News and Health Information
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">- <u>Improved Noticeboard Area</u> Noticeboard area in the waiting room improved and PM discussed on the last PPG meeting the possibility of having a dedicated PPG notice board that is maintained by the PPG Chair for the community.- <u>Handrails on both sides of the stairwell</u> Work completed- <u>TV with News and Health Information</u> Currently reviewing the different providers with the new practice manager to change to a more patient focused Media system in the waiting area which is part of the waiting area refurbishment work planned
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">- <u>Improved Noticeboard Area</u> The practice found that after organising the noticeboard area, patients are approaching and reading the information on the boards and approaching reception desk with questions/requests relating to the info advertised on the boards more frequently. We are also hoping that with the new dedicated PPG Noticeboard the group can take a more effective role in shaping the way we provide services to patients.

- Handrails on both sides of the stairwell

It was found that some patients whom previously found it difficult to climb up the stairs are now more willing to climb up the practice stairs to attend an appointment.

Priority area 2

Description of priority area:

Telephones

- Phase out 0844 number
- 4 lines requested
- Patient queuing system

What actions were taken to address the priority?

- Phase out 0844 number
Completed and now replaced by a local landline number
- 4 lines requested
We currently provide 4 incoming channels on our phone lines.
- Patient queuing system
Patients wanted to know how long they are expected to wait to be answered so the queuing system was introduced.

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

- Phase out 0844 number

Cheaper, easier and more convenient number for patients to access care from the surgery.

- 4 lines requested

It gave the admin team the ability to be part of a phone [GROUP] which resulted in the ability to handle more incoming calls from patients in less time.

- Patient queuing system

It provided the patient with an estimation of how long they are expected to be waiting which if not convenient and urgent; a patient can make the decision to end the call and call the surgery back at a less busy time, but it was also found that patients are kept longer in the queue compared to when they used to receive a busy tone and continue to dial back until they are answered. The Surgery is currently analysing the data from the new phone company and reviewing patients feedbacks to try and improve the service.

Priority area 3

Description of priority area:

Appointments and Extended hours

- Ability to book 4 weeks in advance
- Ability to book online
- Extended hours services

What actions were taken to address the priority?

- Ability to book 4 weeks in advance
Patients are now able to book appointments up to 4 weeks in advance
- Ability to book online
Online services have been improved to try and motivate more patients to book appointments and order repeat prescriptions

online which in turn reduce the load on the phone.

- Extended hours services

More GP extended hours provided replacing nursing extended hours to provide the patients with more GP appointments.
(Due to start from April 2015)

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

- Ability to book 4 weeks in advance

From feedback patients found it easier to book 4 weeks in advance for routine follow ups and non-urgent appointment instead of the need to call at the date the appointment is needed which makes it more difficult to secure an appointment as the majority of the appointment do go to urgent care.

- Ability to book online

We currently have 1803 patients registered for online services which add up to about 17% of the patients list.

- Extended hours services

Extended hours sessions are almost always fully booked and the rate of patient DNAs was significantly low. We are hoping with the introduction of more GP extended hours appointment from April 2015 service provision to patients that use the extended hours will improve.

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):

Last Years Action plan and the outcome:

1. Repeat Prescription Service – Plan: - to offer an online repeat prescription service to all of our patients as soon as the necessary software is in place which should hopefully be within the next six months. We had this on our action plan last year but unfortunately the software has only just become available. The plan is to introduce it after training around May/June 2013.
2. Online Test Results – we understand that this is something planned for release over the next year, as soon as it becomes available, we will offer it to our patients.
3. Waiting Room Notice Boards – Plan:- Some work had been done on tidying it up by one of our Receptionists but it was agreed that a nurse would be involved in sorting out the health promotion side of it. (Completed and more refurbishment plans for the waiting area in action).
4. Signage within the Surgery – Plan: - New Exit and Fire Exit Signs will be purchased. All signs through the Practice to be reviewed. This was part of our action plan last year. Some general signage was attended to however; the fire signage will be replaced over the next couple of weeks as part of our refurbishment works. (Completed)
5. Telephone number – We have already made available a local number for our patients to ring. The 0844 number will remain until 1st August for those patients not yet aware of the new number. We are currently publicising the new local number to our patients. Also we plan to monitor and look into improving the patient's experience whilst they are 'hanging' on in the queue so they are aware of how many patients are in front of them etc. (Completed).
6. Appointments system – We are constantly reviewing our appointments system and level of access. We plan to promote vision online appointment booking to bring more people into using that where it is much easier to book and cancel appointments. We realise it is often difficult to get an appointment on the same day and for this reason we have added 'open' clinics held at the end of each doctors morning and afternoon surgery, where patients who book into these slots are told to come at a specific time but that they will have to 'sit and wait'. This gives another option to patients who want to be seen 'on the day'.

7. Opening hours – most patients are satisfied with our opening hours. At present it is not viable to extend them.
8. Repeat Prescription turnaround – we are looking into different ways of working and putting extra staff time into this to ensure we meet our 48-hour turnaround target. (Completed)
9. Hard of hearing patients in reception – we do have a loop system installed. We intend to have this serviced and ensure all reception staff are aware of how it works, staff will also be reminded of privacy issues and the need to possibly take the patient into a side area to speak with them more privately. (Completed)
10. Parking – there were several complaints around parking but unfortunately there is nothing that can be done to create extra parking for patients. This is an unfortunate reality.

Action Plan for 2015/16

- 1) Waiting Room refurbishment to include a dedicated Noticeboard area for the PPG
- 2) Improving ventilation throughout the practice.
- 3) Changing the Media display in the waiting area.
- 4) Improving patient access during lunch time.
- 5) Improving the SMS services allowing patients to cancel appointment by replying back to the reminder SMS message and using the service for campaigns such as flu jab invites, diabetic annual reviews...etc
- 6) Appointment system: introduce more variety of appointments such as telephone consultations and look into restructuring the appointment system to make it easier to book patients that require regular care on specific dates for example wound dressing.

4. PPG Sign Off

Report signed off by PPG: YES/NO YES

Date of sign off:



11/3/2015

How has the practice engaged with the PPG: (Completed by the PPG Chair)

REGULAR MEETINGS ACTION PLANS fulfilled

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

TEXTS

POSTERS

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

YES

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

YES

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

EXTENDED HOURS

IMPROVEMENT IN CALL SYSTEM

PLANS FOR ALL DAY OPENING

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

WORKING WELL,