Annex D: Standard Reporting Template

NHS Rotherham and Bassetlaw Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: High Street Surgery

Practice Code: C87018

Signed on behalf of practice: Dr M. J. Hillier Date: 27.03.2015

Signed on behalf of PPG: DH (Patient) PPG Member Date: 27.03.2015

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

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| --- |
| Does the Practice have a PPG? YES /  |
| Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face and by E-Mail |
| Number of members of PPG: 6 |
| Detail the gender mix of practice population and PPG:

|  |  |  |
| --- | --- | --- |
| % | Male  | Female  |
| Practice | 49 | 51 |
| PRG | 4 | 2 |

 | 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 | 11 | 12 | 14 | 15 | 13 | 9 | 9 |
| PRG |  |  |  | 1 | 1 |  | 3 | 1 |

 |
| 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  | 7491 | 2 | 1 | 246 | 6 | 15 | 2 | 1  |
| PRG | 6 |  | 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 | 6 | 13 | 11 | 4 | 3 | 2 | 0 | 8 |
| PRG |  |  |  |  |  |  |  |  |  |  |

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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:**Details on Practice Web site****Information on Notice Board****Leaflets in Reception****Making Patients Aware of the PPG****Forms in Reception for Patients to complete to become members** |
| 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? NOIf you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:Friends and Family FeedbackNHS Choices:- Complaints re appointment systemReception Staff |
| How frequently were these reviewed with the PRG?At the quarterly Meetings |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:Patient Access |
| What actions were taken to address the priority?Practice has set up on line ordering of prescriptions, booking appointments on line, and viewing medical records. |
| Result of actions and impact on patients and carers (including how publicised):Giving patient more choice of how to book appointments, and ordering prescriptions. Making the process easier for patient to do this at their own leisure. Giving patients access to their medical record so they can check allergies and medication correct on record. |

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| Priority area 2 |
| Description of priority area:Medication Waste.Stock piling medication at home by patientsStorage of drugs |
| What actions were taken to address the priority?Discussions with CCG Pharmacist on actions best to take regarding medication wasteMessages on prescriptions.Posters in receptionLetters to patients and chemistMore ways of ordering prescriptions either by post, leaving message on answer machine any time of day, on line ordering, by bringing order slips into surgery. |
| Result of actions and impact on patients and carers (including how publicised):Patients ordering own prescriptions, and only ordering what is requiredChemist to order nomad and nursing home medicationAt medication reviews GP`s making patients aware of the effects of stock piling medication   |

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| --- |
| Priority area 3 |
| Description of priority area:Retirement of Senior PartnerChange of Partnership for the practice New Salaried GP`sNew Services undertaken by the practice (Minor operations, DMARDS, Warfarin Monitoring, Case Management) |
| What actions were taken to address the priorityPractice Leaflet altered to reflect the changes in the PracticeDetails altered on Web siteClinics set up and altered to accommodate new servicesCare Plans starting for patients with Long Term ConditionsClinics for blood monitoring set upLetters sent to Hospital requesting the practice to take over patient monitoring |
| Result of actions and impact on patients and carers (including how publicised):Letters sent to patientsPosters and Leaflets in receptionMore convenient for patient to attend surgery instead of travelling to hospitalPatients having care plans at home so carers and other agencies have full on going medical care details |

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):

Triaging of appointment. This was developed at our branch site and its working extremely well.

Information available on web site for patients to view.

 Details of practice opening times and how to access services during core times, and out of hours

Patient Survey completed and results posted on web site for doctors nurses and receptionist

New telephone system, with options to leave prescription request 24 hours a day 7 days a week. Also more lines to help cope with patient demand at busy times of the day.

1. PPG Sign Off

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| --- |
| Report signed off by PPG: YESDate of sign off:  |
| How has the practice engaged with the PPG:With quarterly meetings and by e-mailHow has the practice made efforts to engage with seldom heard groups in the practice population?Advertised in surgery and on Web SiteHas the practice received patient and carer feedback from a variety of sources?Feedback given to the practice from PPG members when they have attended Rotherham PPG networking meetingsCards on reception for patients to leave comments on NHS ChoicesFamily and Friends FeedbackSuggestion Box in Entrance for patients to leave commentsWas the PPG involved in the agreement of priority areas and the resulting action plan?These were discussed and agreed with the PPG at the meetingsHow has the service offered to patients and carers improved as a result of the implementation of the action plan?Easier Accessibility to appointments, and the ordering of prescriptions for allMore Services available in surgeryUp to date information advertised in newsletter and in receptionAccessibility to speak to a GP or Nurse by telephone each day Do you have any other comments about the PPG or practice in relation to this area of work?To gain more members for the PPG, and develop their involvement more with the practiceTo Start a Virtual Group |