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 |  |  |  |  |  |  |  |  |  |  | | |
| 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? NO  If 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 Feedback  NHS Choices:- Complaints re appointment system  Reception 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 patients  Storage of drugs |
| What actions were taken to address the priority?  Discussions with CCG Pharmacist on actions best to take regarding medication waste  Messages on prescriptions.  Posters in reception  Letters to patients and chemist  More 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 required  Chemist to order nomad and nursing home medication  At 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 Partner  Change of Partnership for the practice  New Salaried GP`s  New Services undertaken by the practice (Minor operations, DMARDS, Warfarin Monitoring, Case Management) |
| What actions were taken to address the priority  Practice Leaflet altered to reflect the changes in the Practice  Details altered on Web site  Clinics set up and altered to accommodate new services  Care Plans starting for patients with Long Term Conditions  Clinics for blood monitoring set up  Letters 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 patients  Posters and Leaflets in reception  More convenient for patient to attend surgery instead of travelling to hospital  Patients 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: YES  Date of sign off: |
| How has the practice engaged with the PPG:  With quarterly meetings and by e-mail  How has the practice made efforts to engage with seldom heard groups in the practice population?  Advertised in surgery and on Web Site  Has 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 meetings  Cards on reception for patients to leave comments on NHS Choices  Family and Friends Feedback  Suggestion Box in Entrance for patients to leave comments  Was the PPG involved in the agreement of priority areas and the resulting action plan?  These were discussed and agreed with the PPG at the meetings  How 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 all  More Services available in surgery  Up to date information advertised in newsletter and in reception  Accessibility 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 practice  To Start a Virtual Group |