

Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Highgate Medical Centre

Practice Code: C82644

Signed on behalf of practice:

Date: 30.1.15

Signed on behalf of PPG:

Date: 30.1.15

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) – quarterly meetings, plus very regular email/phone contacts, facebook											
Number of members of PPG: 12											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice											
PPG	6	6	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
			Practice								
			PPG			1		1	1	7	2

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice								
PPG	12							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG										

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:

The practice has notices at the practice, on practice website, on facebook to encourage a cross section of patients to join our PPG. Staff encourage patients opportunistically when they attend the surgery. The PPG and practice promote the work of the group and what participation means during all our events and at the Annual General Meeting.

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 survey, local patient surveys (minor surgery clinics, care plans etc), complaints, suggestion box. The practice was a pioneer site for the Friends and Family Test (since May 2014)

How frequently were these reviewed with the PRG?

quarterly

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>The Appointment System</p>
<p>What actions were taken to address the priority?</p> <p>The practice regularly reviews the appointment system within the practice. One additional nurse has been trained up for minor illness, and both nurse practitioners now undertake some telephone consultations as well. There has been increased scope for telephone consultations with both GPs and this has proved extremely helpful. A review of the phlebotomy hours also took place with additional time allocated for bloods. The practice continues to provide extended opening hours 2 mornings per week and this is always popular. The practice is currently providing weekend cover, again this has been beneficial. The practice team are fully aware of local CCG schemes and uses them to the full to ensure that patients are seen/reviewed as quickly as possible eg. use of the acute visiting service, use of the community based specialist nurses, Older Persons Unit etc.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The practice has worked with the PPG to undertake a local patient experience survey which had extremely pleasing results in all areas including access. Local patient surveys eg minor surgery, care plans and other surveys should a very high level of satisfaction. Patients feel that their treatment is streamline and very efficient. There is also increased patient confidence with attached services like the acute visiting service.</p>

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Priority area 2

Description of priority area:

Patient Education

What actions were taken to address the priority?

The practice along with PPG have organised a series of 'coffee mornings' to increase awareness of the PPG, practice facilities and then also focus on key health issues. There have been a dementia and an arthritis/managing pain events which have had fantastic feedback – there have been specialist speakers and we have also focussed on local services that patients can use. Practice staff have had training about shared decision making, empowering patients and about self care/self management.

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

These activities have increased patients awareness about certain key areas. The sessions have been very informative and there's been a lot of listening and learning. The practice uses its website, Facebook Page and Twitter to share good learning and feedback. The PPG have been paramount in assisting the practice with publicising events, sharing learning and promoting services available locally and at the practice.

Priority area 3

Description of priority area:

New practice based services

What actions were taken to address the priority?

The practice has 2 new services at the practice: minor surgery and physiotherapy. We are currently working on a new ultrasound service at the practice as well.

The practice also undertook home visits for housebound/frail patients to discuss and complete care plans to avoid emergency admissions.

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

The practice has undertaken a patient satisfaction survey for minor surgery and this shown 100% satisfaction. Patients report quick appointments, pleased that they can be seen at the practice in familiar surroundings and by staff they know. Feedback is always shared via our practice website, Facebook and Twitter.

A survey about patients/carers and their views on the care planning process was also undertaken by the practice. This again showed pleasing results and 100% of those surveyed said they thought it was a good service.

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):

Coloured notices advertising the practice website in the waiting room put up
Number of On-line appointments for doctors and nurses increased, including phlebotomist
Surgery clock – another person has been trained to wind up grandfather clock
Notices on seats – key area identified as a problem /issue during patient surveys/FFT eg, why do doctos/nurses run late
Advertising other services for patients to access when surgery closed – ‘choose better’ leaflets and posters displayed, adverts for NHS111
Development of telephone consultation s for both nurses and GPs – available every day

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:

Has the report been published on the practice website? YES

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?

Please return this completed report template to the generic email box – england.leiclincsmedical@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.