

Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: CROWN MEDICAL PRACTICE

Practice Code: M83117

Signed on behalf of practice: PENNY LEVESLEY

Date:18/03/2015

Signed on behalf of PPG: P.A. BURNS

Date:23/03/2015

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)FACE TO FACE																																					
Number of members of PPG:18																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:20%;">%</th> <th style="width:40%;">Male</th> <th style="width:40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1917</td> <td>2038</td> </tr> <tr> <td>PRG</td> <td>10</td> <td>8</td> </tr> </tbody> </table>	%	Male	Female	Practice	1917	2038	PRG	10	8	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:10%;">%</th> <th style="width:10%;"><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%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>776</td> <td>369</td> <td>501</td> <td>515</td> <td>579</td> <td>579</td> <td>385</td> <td>248</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td>2</td> <td></td> <td>3</td> <td>7</td> <td>6</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	776	369	501	515	579	579	385	248	PRG				2		3	7	6
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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	3798	11		669	16	1	3	3
PRG	18							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	6	9			12	4	6		0	14
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:

The vast majority of our patients are white British. We have tried to invite representatives of other ethnic groups but they have, for whatever reason, not been able to attend our face to face meetings or have not followed up on invites to join a virtual group.

With regard to age, we find that the only people that will come to meetings at lunchtime are retired people. We have tried to recruit younger people to a virtual group but this has not worked.

We have a dedicated noticeboard in our main waiting area dedicated to our PPG and it has the contact details of our current Chair so if someone wants to join they can contact her. To date, no-one has contacted her.

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:

The Practice and our PPG designed a Patient Survey. Volunteers from the PPG came in over several days to hand this out to all patients attending the practice both mornings and afternoons. They then collated the information. We have kept the first 10 questions the same over the last few years to enable us to do a comparison of year on year. We add in questions that are particularly relevant to the year in which the survey is handed out.

How frequently were these reviewed with the PRG?

We do an annual survey which is handed out to patients.
We keep certain items on the agenda on a rolling basis.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improve the time patients have to wait to be seen in surgery by the doctors.

What actions were taken to address the priority?

Catch up slots have been added to the relevant doctor's appointment session both morning and afternoon/evening.

The reception staff are also trying to gather more information from the patient at the point of booking their appointment to ensure they are booked to see the most appropriate person in the most appropriate way, i.e. face-to-face consultation, telephone consultation or appointment with the Nurse.

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

Posters have been put up in waiting areas to try to educate patients such as "One Appointment per One Problem",

Priority area 2

Description of priority area:

Improve the length of time patients wait for receptionist to answer the telephone

What actions were taken to address the priority?

As much as possible 3 staff are available to answer the telephones between 0800 and 0830 when the telephones are at their busiest for booking the on the day appointments. The reception area has been reconfigured so there is another member of staff sitting behind the front desk receptionist who can both see and hear when the telephones/desk are busy and either step in to help people at the desk and/or answer the telephone. This is every morning during normal times.

There is also another member of staff available most afternoons to help in the same way.

Staff are also promoting the use of online booking of appointments and ordering of prescriptions. There are also posters up in the waiting areas.

There will be a staff meeting on Tuesday 24th March 2015 and the handling of telephone calls will be one of the items on the agenda.

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

We have seen a steady improvement on the patient survey results.

Priority area 3

Description of priority area:

Improve and develop the use of our noticeboards in our waiting areas

What actions were taken to address the priority?

We purchased some new notice boards and the Chair of our PPG has been in on several occasions to change the layout so that there are dedicated boards for drugs/alcohol/food bank; patient information notices and a dedicated PPG board.

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

Patients have been seen standing and looking at the PPG notice board in particular.

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):

In previous years the results of our annual survey have highlighted the following issues:

Time patients have to wait in surgery to see the doctors

To address this we have added in catch-up slots to morning surgeries in an attempt to stop patients having to wait so long

We have increased the use of telephone consultations over the years

Put up notices to advise patients that each appointment slot is 10 minutes and for one problem only.

Telephone Response time/Appointment system

We are offering online booking of appointments as often as possible when they telephone the surgery.

We are also offering online ordering of repeat prescriptions.

We have introduced a 3rd telephone and member of staff to answer the telephone between 0800 and 0830

The reception area has been reconfigured to enable a second member of staff to easily view the reception desk and help answer the telephone calls.

We rigorously enforce our DNA (Do Not Attend) Policy whereby if a patient DNA's 3 times they are written to with a first warning, if they do it again they are written to again with a stronger warning that if they do it again they will be removed from our list of patients and if they do DNA again they are written to and removed from our list. If they give a justifiable excuse the removal is delayed where appropriate.

We have put up posters to advise patients to book a follow-up appointment with the doctor/nurse before they leave the building to try and reduce the number of calls into the surgery.

Free-up staff/reception time by encouraging online bookings.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 23/03/2015

How has the practice engaged with the PPG:

1. How has the practice made efforts to engage with seldom heard groups in the practice population?
2. Has the practice received patient and carer feedback from a variety of sources?
3. Was the PPG involved in the agreement of priority areas and the resulting action plan?
4. How has the service offered to patients and carers improved as a result of the implementation of the action plan?
5. Do you have any other comments about the PPG or practice in relation to this area of work?

1. Each year when the PPG members hand out the Practice Survey they hand out flyers advertising the PPG which has our Chair's contact details. Each year we get a few email addresses from new members but when we try to engage with them at a later date we do not hear anything. Hopefully the new noticeboard in the main waiting room will help recruit new members.
2. We have a Suggestions box but have not had anything in this so far.

We also have comments placed on NHS Choices website and through Friends and Family Test. These are reviewed and acted on where appropriate.

3. We meet with our PPG bimonthly and our Chair contacts the members and asks them for items for the agenda. She also chairs the actual meetings with the practice's input.
4. The interaction with our PPG has improved our services by:

- the use of online booking of appointments and ordering of repeat prescriptions which eases the pressure and volume of telephone calls;.
- Patients have been educated about the choices available to them;
- Improvement to the noticeboards in the waiting rooms, including specifically Help and Support for Carers and patients with chronic illnesses;
- Increased use of catch-up slots to reduce the time patients wait in surgery to see the doctor;
- The introduction of a 3 telephone line and member of staff to help answer the telephones during the busy times and at other times;
- More awareness of our PPG