

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

London Region North West Area Team

Complete and return to: england.lon-nw-claims@nhs.net by no later than 31 March 2015

Practice Name: **ACREFIELD SURGERY**

Practice Code: E86615

Signed on behalf of practice:



Date: 17/03/2015

Signed on behalf of PPG:



Date: 15/3/15

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

Does the Practice have a PPG? **YES**

Method(s) of engagement with PPG: Face to face, Email, Other (please specify).

Face to face meetings are held bi-monthly, with ongoing interaction between the Group Chairman and the Practice, with consequent cascading to all PPG Members. Any essential extra meetings and Practice requested assistance are organised and held on an ad hoc basis.

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Number of members of PPG: **12**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1252	1113
PRG	6	6

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	526	232	369	378	345	257	142	116
PRG		2	1	1	2	4	2	

Detail the ethnic background of your practice population and PRG:

British Irish	Gypsy or Irish traveller	Other white	White Mixed/ multiple ethnic groups	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	395	644					
PRG	1						1

Indian Pakistani	Bangladeshi	Asian/Asian British	Black/African/Caribbean/Black British	Other
Asian African Caribbean	Other Black	Chinese Arab	Other Any other	
Practice	685	100	72	
PRG	6	1	1	2

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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:

We have not sought any particular ethnic mix. We do not discriminate – nor seek to categorise, and are happy to accept any patient, registered with the practice, who approaches us wishing to join the PPG. We aim to provide the best possible service to all our patients. Members of the group are representative of our community and we recruit a wide range of patients as everyone’s view will be relevant. We advertise the PPG in our surgery so that patients are aware of the group when they come to surgery and in addition we advertise the PPG on our website.

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:

See separate spreadsheet “A”

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How frequently were these reviewed with the PRG?

The practice meets PRG group regularly for reviewing once every two months.

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3.Action plan priority areas and implementation

Priority area 1

Description of priority area:

Speed in which the telephone is answered.

What actions were taken to address the priority?

**The practice has a new up-to-date telephone system which lets the receptionist know that a call is coming through.
The receptionists are trained to ensure that telephone calls are dealt with promptly and efficiently.**

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

High patient satisfaction observed in recent survey.

The survey and report will be published on the practice website.

The next patient survey we carry out will measure ongoing patient satisfaction.

Priority area 2

Description of priority area:

Choice of Appointment Times

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What actions were taken to address the priority?

New appointment structure was implemented in July 2015 – & includes mixer of routine appointments, telephone appointments and emergency appointments on a daily basis. Patients can also book their appointment on line.

Nursing care available throughout the week.

We hold regular practice meetings in which the team feedback any necessary changes to our appointment system. For example: if we need more appointments for children after school time we will make the necessary changes.

We do our best to arrange for our patients to see the doctor or nurse of their choice.

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

The practice website allows information to be passed on to the patient and carers.

There is also information in the waiting area.

The PRG provides cascading of information regarding appointment times. The PRG meet regularly.

We are planning a monthly leaflet which will be available in the surgery for patients and carers to read.

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Priority area 3

Description of priority area:

How well are your clinical queries dealt with?

What actions were taken to address the priority?

We use the EMIS system. The system has the facility to send Practice Notes electronically to the clinician. This also means that there will be an audit trail.

Clinical queries can be sent by email. We have the electronic prescription service which allows any clinical queries to be sent directly to the doctor.

Our surgery has Doc Man which means any clinical queries can be sent directly to the doctor or nurse with the attached correspondence.

Sending clinical queries electronically results in an audit trail and prevents any queries being lost.

Choose and Book allows any referrals to be sent electronically and again preventing and referral being lost though the post or by fax.

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

**High patient satisfaction on the survey,
Regular monitoring by FFT and yearly patient survey.,
40% fewer complaints compared to the previous financial year.**

Progress on previous years

Is this the first year your practice has participated in this scheme?

NO

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

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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:

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

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? - **Yes**

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

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