Annex D: Standard Reporting Template

NHS Greater Manchester

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Chadderton Medical Practice

Practice Code: P85004

Signed on behalf of practice: Janet Buckley Date: 26.3.15

Signed on behalf of PPG: David Clarke Date:26.3.2015

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, Telephone Group Meetings** | |
| Number of members of PPG: **22** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 2616 | 2555 | | PRG | 11 | 11 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1057 | 706 | 539 | 1057 | 850 | 514 | 317 | 231 | | PRG |  | 8 | 2 | 2 | 9 | 0 | 1 | 0 | |
| 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 | 2409 | 7 | 0 | 0 | 2 | 2 | 0 | 0 | | PRG | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 0 | 261 | 1456 | 5 | 0 | 14 | 2 | 0 | 0 | 1 | | PRG | 0 | 5 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | |
| 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 group is advertised on our notice board, website and joining forms are included in our new patient packs. We have targeted clinics such as flu and baby clinics. We have had lots of interest from patients but none have followed up their interest.** | |
| 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:  **N/A** | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **Why does one doctor run late**?  **The feedback was received via MJOG text messages and Friends and Family Test cards in reception, also verbal comments from patients.**  We have introduced red cards informing patients that each appointment is ten minutes long for one person. This worked sometimes but the doctor still ran late.  Next we introduced catch up slots which certainly made a difference.  The doctor who quite often runs late has undertaken an audit which has been presented to the group. The audit showed that the Dr runs late due to ‘complicated cases’. |
| How frequently were these reviewed with the PRG?  **Quarterly** |

Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:   1. Confidential area to talk to receptionist |
| What actions were taken to address the priority?  A notice is displayed on reception and the notice board requesting that the patient should ask a member of staff if they want to talk in confidence. We have a small room which is used on these occasions. |
| Result of actions and impact on patients and carers (including how publicised):  This is still in early stages and not requested on a daily basis but the group members felt that this should be a facility that we should be able to offer. |

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| Priority area 2 |
| Description of priority area:  2. Develop Practice news letter |
| What actions were taken to address the priority?  The group agreed that more information about the practice and the PPG could be passed on to patients via a newsletter.  A member of the group has offered to take this project on and will commence with the assistance of a member of staff in April 2015. |
| Result of actions and impact on patients and carers (including how publicised):  No results as yet. |

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| Priority area 3 |
| Description of priority area:  3. Appointments |
| What actions were taken to address the priority?  The practice will employ locums to provide extra sessions. We will have one male and on female GP who will provide approximately 144 extra appointments on Tuesday and Wednesday. |
| Result of actions and impact on patients and carers (including how publicised):  This will commence on 1st April 2015. |

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):

Description of priority area:

* **Raise awareness of telephone triage.** We have posters on reception our notice board and our website. Receptionists also offer triage when no appointments are available on the day. More triage appointments have been made available. We now have six triage appointments per GP available per day.
* **When appointments are running late the patients will be made aware of this at reception when booking in.** Patients are made aware of how late appointments are. They are given the option to see another GP, come back later, re-book or wait. Most of the patients want to see the doctor they have booked with so are happy to wait. Some patients have gone for a coffee and returned and some have rebooked or seen an alternative GP.
* **Display informing patients of the on-line services.** Posters displayed at reception on our notice board. Information is also published on our website.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 26.3.2015 |
| How has the practice engaged with the PPG:  **E-mail, telephone, group meetings and face to face.**  How has the practice made efforts to engage with seldom heard groups in the practice population?    **Displaying notice on notice board, website and by staff inviting patients.**  Has the practice received patient and carer feedback from a variety of sources?  **Via text messages, Friends and family experience cards and on NHS choices web page**.  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?  **Patients are now booking/cancelling appointments and ordering prescriptions on-line**  Do you have any other comments about the PPG or practice in relation to this area of work?  **The PPG are very supportive of the practice providing honest feedback.** |