

## Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team  
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Nene Valley Medical Practice

Practice Code: D81020

Signed on behalf of practice: David Mucklin

Date: 18.03.2015

Signed on behalf of PPG/PRG: Michael Kennelly

Date: 18.03.2015

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

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Monthly Face to Face meetings and we also correspond by E-mail.
Number of members of PPG:	11 Committee members

Detail the gender mix of practice population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	49.5	50.5	Practice	24	10	16	14	12	11	8	5
PPG	37	63	PPG	0	0	0	10	0	27	27	36

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	85	0	0	9	1	1	0	0
PPG	100	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	1	1	0	0	0	1	0	0	0	1
PPG	0	0	0	0	0	0	0	0	0	0

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 had a number of new members during the year. After patients make contact either via our website or direct to the Practice our chairman makes contact with them and invites them for a taster session/meeting.

It is becoming more difficult to accept new members as our PPG will potentially become too large and we feel that this would be to the detriment of the very effective PPG we have at the moment.

We have found it more difficult to encourage our younger patients. We have tried to put on talks aimed at young families so we can talk to them about our PPG and membership but they have not been well supported. Younger patients have also been approached directly. We have arranged talks during the year and in conjunction with our PPG were awarded "Practice of the Month" for trialling drop in sessions for Carers of all ages. We do have a list of volunteers/patients who help with events but do not wish the commitment of monthly meetings. We did however, try and target the younger patients as part of the survey i.e. attending immunisation clinics. Our survey this year was designed and run by our PPG with little Practice involvement in the organisation of it.

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 (Lesbian Gay Bisexual Transgender) community? YES/NO

No – mainly White British no special characteristics

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:

Our Main source of feedback has been via our own survey. However, patients can leave comments via our website which we respond to appropriately.

How frequently were these reviewed with the PPG?

During the year we monitor the progress of our Action Plan and the Practice report to the PPG monthly meeting.

## 3. Action plan priority areas and implementation

### Priority area 1

Description of priority area:  
Electronic Call Sign in Waiting Room A – Patients concerns over the positioning of Call Board  
Consider moving self- check in to avoid queue at reception desk

<p>What actions were taken to address the priority?</p> <p>Practice Manager investigated costs and network implications – work costed and supplier instructed to complete job (Call Board) Self- Check in. No action at time of report</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients are not now having to strain their necks looking behind them to see the Call Board No need to publicise – obvious</p> <p>Self- check in – reduce patient queue</p>
<p>Priority area 2</p>
<p>Description of priority area:</p> <p>Appointment System/telephones</p>
<p>What actions were taken to address the priority?</p> <p>Practice is looking at a new appointment system called Dr First. This has been successfully implemented at another local Practice. As part of this we will look at line capacity and the number of staff we have answering the telephone at critical points in the day.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Improve access When we switch to the new system as part of the implementation plan we will ensure the patients are kept fully informed via handouts/website</p>
<p>Priority area 3</p>
<p>Description of priority area:</p> <p>Encourage greater use of booking appointments/prescriptions online</p>
<p>What actions were taken to address the priority?</p> <p>The PPG has agreed to run some demonstrations of online appointments/prescription ordering during 2015</p>

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

More patients booking appointments and requesting prescriptions online to free telephone lines into the Practice. (Not yet completed)

#### **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):

##### **1 External Parking**

The PPG has successfully lobbied the local council to put double yellow lines outside the main gate to ensure patient safety. This is particularly important not only for our patients but the school adjacent to us.

##### **2 Electronic Doors**

Concerns were noted by the PPG that although we had electronic outer doors the inner doors caused problems for our less able and parents with buggies/pushchairs. The Practice Manager successfully put in a Capital Bid to NHS England where 70% of the costs were funded by the Government. This work is now complete

##### **3 Telephone System**

The Practice has installed a new telephone system. The average wait time is now 38 seconds.

#### **4. PPG Sign Off**

Report signed off by PPG: YES

Date of sign off: 18.03.2015

How has the practice engaged with the PPG:

We have had monthly meetings with the PPG and met with them in smaller workgroups. We actively encourage our PPG to come into the Practice and they have run their own survey and also assisted with the Friends and Family Test Survey. These results have been shared with the PPG. Our PPG has also been very active in raising funds for us to buy equipment to improve patient care. The Practice appreciates their help.

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

We have tried very hard to address getting younger patients onto our PPG. We are however very grateful for our very active 11 members

Has the practice received patient and carer feedback from a variety of sources?  
The PPG and Carers Trust have worked hard this year setting up a notice board and arranging four carers drop in sessions.

Was the PPG involved in the agreement of priority areas and the resulting action plan?  
It is totally the PPG Action Plan and it went before the committee after being put together by a small working group

How has the service offered to patients and carers improved as a result of the implementation of the action plan?  
Please see actions on the previous years plan- the Practice is delighted with the achievements

Do you have any other comments about the PPG or practice in relation to this area of work?  
The Practice would like to comment how committed and helpful our PPG have been during the year. Their support is valued and appreciated.