

Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Abbotswood Medical Centre

Practice Code: E82105

Signed on behalf of practice: Sarah Khan

Date: 31/3/2015

Signed on behalf of PPG: Phyllis Ratcliffe

Date: 31/3/2015

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

Does the Practice have a PPG? YES											
Method of engagement with PPG: Our contact is predominantly via e-mail/the practice website. We advertised in the surgery two dates, and also wrote to PPG members for a face-to-face meeting, however this was not popular. We have a PPG section on our website.											
Number of members of PPG:											
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	2202	2081	Practice	864	359	585	694	694	439	317	234
PPG	6	10	PPG	0	1	2	2	4	1	4	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	1208	43+24		164	23	45	18	
PPG	11	1						

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	188	104	13	35	52	27	13	15		11
PPG		1				1	1		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:

Historically we have advertised for our PPG via posters, and we also have an option on our Registration form for new patients to join 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 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

(Component 2 – 30% of payment)

<p>Outline the sources of feedback that were reviewed during the year:</p> <p>National Patient survey results, FFT, NHS Choices website, Suggestion box in Reception, PPG virtual group, Practice website, Past Patient Surveys, Practice meetings, last year's Practice plan</p>
<p>How frequently were these reviewed with the PRG?</p> <p>Once</p>

3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

Priority area 1
<p>Description of priority area: Communication:</p>
<p>What actions were taken to address the priority? This is an ongoing area that the practice have been working on.</p> <ul style="list-style-type: none"> • Update our <i>on hold</i> message for the answer phone • Publicise the self care monitoring possibilities for our patients – health checks and use of the BP machine in reception. • Continue to update the practice website and to educate patients in as many ways as possible – with information regarding the interests of the clinical team, self help information aimed at patients and general regular updates. A facebook page is in place, but not currently “live”. • Quarterly Patient newsletter- to update patients on local health and practice news

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

- The answer phone message has been discussed at a Practice meeting and a member of staff designated with updating it
- We will be doing call/recall for NHS health checks in 2015-16
- The BP machine in reception has been actively promoted, and staff are available to show patients how to use it when necessary
- The practice website is being reviewed monthly with up to date information
- There will be a Spring 2015 newsletter for patients, available via the website, and also copies in Reception
- There will be a “you said, we did” poster in reception in April 2015

Priority area 2

Description of priority area:
Premises

What actions were taken to address the priority?

- To consider further improvements in the waiting room including posters and magazines
- Practice to install new front doors that are electronic and easy to access for those who are disabled- quotes have been obtained, and a funding application sent

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

- The waiting room posters have been reviewed and updated. This is part of the practice schedule now, and will be completed quarterly. Magazines have also been reviewed.
- Our funding request was unfortunately not successful, however Senior Management at the Surgery will be seeking help through other sources. Discussions are ongoing about this, as it is an area of need for our disabled patients. This will be publicised in the patient newsletter.
- There will be a “you said, we did” poster in reception in April 2015

Priority area 3
<p>Description of priority area: Appointments</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"> - DNA rate- it's been suggested that we publicise these on our notice boards; consider SMS text messages sent to patients the day before to remind them of their appointment. (Currently alerts are added to patient records if they DNA so they can be discussed at their next appointment. If a patient DNA's 3 times in a row a phone call or letter is sent.) Another suggestion is to send questionnaires to patients who DNA to see if there are any trends seen; this work will take place in 2015-16. - Online appointments- started March 2015. Reception team have been encouraging patients to sign up to this, and there have been posters advertising this in Reception. We will gain feedback from this once service is in full flow.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"> - DNA rate to be published on practice notice board monthly. - The NHS free SMS texting service has been de-commissioning so we await an alternative solution - There will be a practice survey via the website re. use of online apmnts and repeat scripts as it is a new service. Verbal feedback from patients has been very positive to date. - There will be a "you said, we did" poster in reception in April 2015

4. Progress on previous years

(Component 4 – 40% of payment)

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

- Repeat scripts requesting online (active)
- Booking appnts online (active)
- New checking in machine in reception
- Advertising surgery opening hours & website (posters in reception and clinical areas)
- Past PPG Surveys discussed at Staff practice meeting

5. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 31/3/2015

Has the report been published on the practice website? YES

Please insert web-link to your report: <http://www.abbotswoodmedicalcentre.co.uk/ppg.aspx>

How has the practice engaged with the PPG: Report sent to PPG via e-mail as well as linked onto website, and poster with action plans in Reception (“you said, we did”)

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- National Patient survey results, FFT, NHS Choices website, Suggestion box in Reception, PPG virtual group, Practice website

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? Online bookings,

better communication with practice news

Do you have any other comments about the PPG or practice in relation to this area of work? It would be useful for practices near us to share best practice with regards to their PPG and methods of engagement to give us all ideas on how we can expand the PPG and improve

Please return this completed report template to england.enhancedservices-athsm@nhs.net no later than 31st March 2015. **No payments will be made to a practice under the terms of this DES if the report is not submitted by 31st March 2015.**