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: Dr Gant & Partners, Arbury Road Surgery

Practice Code: D81016

Signed on behalf of practice: Date: 5.03.2015

Signed on behalf of PPG/PRG: Date:

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

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| Does the Practice have a PPG? YES / NO | YES |
| Method of engagement with PPG: Face to face, Email, Other (please specify) | Face to Face |
| Number of members of PPG: | 14 |

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| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 51% | 49% | | PPG | 8 | 7 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | >75 | | Practice | 19% | 11% | 21% | 15% | 11% | 9% | 7% | 6% | | PPG |  |  |  | 1 |  | 3 | 4 | 7 | |
| 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 | 6551 | 94 | 1 | 2129 | 124 | 93 | 129 | 116 | | PPG | 14 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/ Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Any Other | | Practice | 332 | 73 | 339 | 276 | 306 | 212 | 49 | 34 | 9 | 34 | | PPG |  |  |  |  |  | 1 |  |  |  |  | | |

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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:  The Patient Participation Group information is on our website with copies of previous meeting minutes for patients to read. The PPG is also included in our Practice Leaflet. We now have noticeboards, in the upstairs waiting room and the downstairs waiting room, in the surgery to inform patients of the date of the next meeting and minutes from the last meeting. Also posters of next meeting in front reception. It was felt that patients should join themselves rather than target specific groups. |
| 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  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**

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| Outline the sources of feedback that were reviewed during the year:  The Patient Participation Group has been discussing the Patient Survey over the last year and attending meetings of the PPG Cam Health Group (Local Commissioning Group). This was to see if the Survey could contain the same questions to be asked in all surgeries. It was found that not all questions fitted in with the surgeries in question. |
| How frequently were these reviewed with the PPG?  Patient Survey was discussed at each meeting including a report from the member of the group who attended each Cam Health meeting. |

1. **Action plan priority areas and implementation**

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| **Priority area 1** |
| Description of priority area:  Patient Survey |
| What actions were taken to address the priority?  This was talked about at each meeting and a member of the group attended the Cam Health meetings with members from the other 8 surgeries in the group. |
| Result of actions and impact on patients and carers (including how publicised):  Over the year they tried to come up with a survey with the same questions for each surgery. This was so they could compare the results of one surgery against another. Although most of the questions were ok there were some that did not fit or some of the surgeries wanted others put in. However what was agreed was that it would be best practice for the patient surveys to take place every 3 years and not yearly and the next one should be in 2017.  Our GPs would like to run this survey yearly so this information will be taken to the next PPG meeting. |
| Priority area 2 |
| Description of priority area:  The Patient Participation Group has discussed Carers and have 2 organisations come to the meetings |
| What actions were taken to address the priority?  A speaker from Care Network Cambridgeshire attended the meeting on June 5.  A speaker from the Carers Trust attended the meeting on January 15 |
| Result of actions and impact on patients and carers (including how publicised):  The speaker from Care Network Cambridgeshire talked about this voluntary service where help is provided for shopping, collecting prescriptions and help in the home. This is provided free for up to 3 weeks to help avoid unnecessary hospital admissions. Leaflets were left for display in the waiting rooms and information put on the notice boards.  The speaker from the Carers Trust talked about Carers being able to have a Carer’s prescription from the GPs. The Carers Trust can then arrange someone to come a sit while the carer goes shopping, or takes a break. They can even arrange care should the Carer have to go into hospital. GPs now have the Carers Prescriptions electronically filed for use and information is displayed on the noticeboards. |
| Priority area 3 |
| Description of priority area:  To advertise the Patient Participation Group and the meetings |
| What actions were taken to address the priority?  After discussion it was thought although information is on the Surgery Website, in the Practice Leaflet and on noticeboards in the surgery it might be a good idea to promote the group outside the surgery. It was decided to approach the Library which is opposite the surgery and put up in the local Community Centre. Although not all patients who use these facilities belong to the surgery it may prompt them to join their own group. |
| Result of actions and impact on patients and carers (including how publicised):  There has been no impact as yet but hopefully over the next few months we will see more patients joining. |

**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):

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| A new telephone system has been installed cutting down waiting times for patients as this is more efficient.  The surgery now has a telephone triage system in place where the duty doctor will ring the patient back with a set time. This has cut down on appointments as questions can be asked without having to come in for an appointment.  Reception team working hard to make sure telephone numbers are correct when the patient rings. Also all patients are offered the choice of receiving an appointment reminder before their appointment. Our numbers of DNAs have fallen slightly and maybe due to the text messages being sent. |

1. **PPG Sign Off**

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| Report signed off by PPG:    Date of sign off: 9 March 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?  Information on Website, in Practice Leaflet and in surgery.  Has the practice received patient and carer feedback from a variety of sources?  Feed back now being received from the Friends and Family test. Although only just started the surgery is receiving information to be taken to the next meeting. Information from comments box will be taken to each meeting.  Was the PPG involved in the agreement of priority areas and the resulting action plan?  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Do you have any other comments about the PPG or practice in relation to this area of work?    This year we have had several new members, Business Manager who ran meeting left but we now have a new Chairperson so the next year will have more content. |