Annex C: Standard Reporting Template

**Essex Area Team**

**2014/15 Patient Participation Enhanced Service – Reporting Template**

Practice Name: THE WRITTLE SURGERY

Practice Code: F81098

Practice website address: THE WRITTLE SURGERY, 16A LORDSHIP ROAD, WRITTLE, CM1 3EH

Signed on behalf of practice: RACHEL MADDOCK Date: 26.03.2015

Signed on behalf of PPG: JULIE ROBINSON Date: 26.03.2015

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 and Email | |
| Number of members of PPG: Face to face = 15 email group around 20 and increasing | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49 | 51 | | PRG | 30 | 70 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 16 | 11 | 11 | 12 | 14 | 12 | 13 | 11 | | PRG | 0 | 0 | 15 | 17 | 16 | 16 | 20 | 16 | |
| Detail the ethnic background of your practice population and PRG: (please note these figures are only based on patients who have disclosed this information)   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed | | Practice | 5606 | 37 | 55 | 519 | 2 | 2 | 9 | 15 | | PRG | 12 | 0 | 0 | 0 | 0 | 0 | 2 | 1 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 17 | 2 | 3 | 12 | 71 | 44 | 4 | 5 |  | 1415 | | PRG | 1 | 1 | 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 a mixed patient demographic but we do not have a large number of ethnic minority patients; however we are pleased we have recruited from that group. * We have a large student population attending Writtle College and also school students. The PPG have actively engaged with the students organising talks at the school and inviting them to run projects based on the surgery and patient participation. These have raised the profile of the PPG. The Practice maintains links with the College and we arrange meetings to discuss issues of mutual interest. * The PPG have engaged with the Gypsy Liaison officer at Chelmsford City Council, when the PPG next run its survey they are taking copies to the traveller site. | |
| 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? YES  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:   * We do not have any nursing homes within the the defined Practice area. * We have actively sought engagement from students as mentioned above; the PPG will be attending in September to recruit new students to the PPG * We have run a successful letter drop to patients inviting them to join the PPG – this included a reply sheet with their email address. Also the doctors approach patients in their consultation and it is offered when patients register – receptionists refer patients to the PPG notice board of information in the waiting room. This has enabled house bound patients with internet access the chance to get involved with the surgery * We have had an active group for over 3 years now which work very hard within the community. * The PPG have engaged the local village agent to attend meetings with vulnerable patients * The PPG run events in the local village hall, whereby non-members can attend, they have successfully run events around diabetes and carers. | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Due to changes in the GP contract and the implementation of the friends and family test, the practice have not needed to conduct a patient survey this year, however a number of feedback tools have been used and the findings discussed at PPG meetings.   * Friends and family test * Patient comments * Patient complaints * We involve patients in decisions about the range, shape and quality of services provided. |
| How frequently were these reviewed with the PRG? These are reviewed at quarterly meetings with the PPG |

Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Receptionists  Through feedback from patients and the PPG it was decided that receptionists should undertake some updated receptionist training. |
| What actions were taken to address the priority?   * EQUIP ran a day course to refresh and improve the ‘front of house’ skills * Increased frequency of receptionist meetings to ensure constant feedback |
| Result of actions and impact on patients and carers (including how publicised):   * Receptionists have been praised on how helpful and polite they have been towards patients. * We will continue to work on this as we wish to remain a patient friendly surgery * We continue to review feedback and raise this with the receptionists |

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| Priority area 2 |
| Description of priority area:  Computer system |
| What actions were taken to address the priority?   * The PPG raised the issue of us using a different system to that of most Chelmsford practices, it was decided through consultation with staff, partners and the PPG that instead of upgrading to EMIS web, we would upgrade to Systemone. * This priority was addressed in January 2015 and installed in the last week of January 2105. We are aware of the problems that the new IT system has triggered and in the light of this have reviewed staff training – both clinical and administrative. |
| Result of actions and impact on patients and carers (including how publicised):   * We published this change in our newsletter, website and surgery posters * This has had a positive impact on patients as their care is better stream lined, for example we are now able to communicate directly with Community staff such as District Nurses and Community Matrons. * We have had a successful implementation of the system – patients have been kept informed, and have been very understanding |

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| Priority area 3 |
| Description of priority area:  Online access |
| What actions were taken to address the priority?   * Although there has been ‘online access’ for patients for a few years, through feedback we have found most patients were unaware of this service. We have therefore raised the profile of this service by advertising it within the surgery and making patients aware when they register. |
| Result of actions and impact on patients and carers (including how publicised):   * Since moving to Systemone patients have found the process of requesting repeats and booking appointments through the internet easier and we have had more patients register for this service * The response from patients has been very positive |

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):

* We have made documented progress in each year we have participated in the PPG
* We have, through reviewing patient feedback, installed a credit card machine in the surgery, as well as magazines and a PPG communication notice board
* Our receptionists have had training to develop and improve on their front of house skills The PPG have helped engage locally by running events for diabetes and carers – to bring these people together
* They regularly meet with the practice manager for fundraising ideas and recruitment
* There have been positive suggestions made by the PPG which have influenced changing the appointment system, for example. We are now looking into changing nurse appointments and publicising to patients what nurses are able to deal with, thereby freeing up doctor’s appointments.
* We will also publicise that patients can have confidential conversations should they wish
* We are high QOF achievers for patient experience
* We will continue to support the PPG in all their events throughout the year
* We will publicise this report to our practice population via the website upload and posters

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 26.03.2015 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population? As above, we as the PPG have worked extremely hard in this area and are proud of our achievements.  Has the practice received patient and carer feedback from a variety of sources? Yes we have reviewed a number of sources of feedback, and we also collect informal feedback from patients which we share with the surgery.  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? It has improved, we are pleased that they have moved to a new computer system, which makes joined up care easier. Also some of our informal feedback has been around the reception so we are pleased that has been reviewed.  Do you have any other comments about the PPG or practice in relation to this area of work? We are pleased to continue working closely with the surgery to improve the service for patients and also help with health related events in the village. |