

Annex D: Standard Reporting Template

Wessex Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: West Moors Group Practice

Practice Code: J81022

Signed on behalf of practice: Tori Richardson Date: 31 March 2015

Signed on behalf of PPG: Virtual group Date: 26 March 2015

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

Does the Practice have a PPG? YES / NO																																					
Method of engagement with PPG: Face to face, Email , Other (please specify) Post																																					
Number of members of PPG: 99 (82 on email and 17 postal)																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">47</td> <td style="text-align: center;">53</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">41</td> <td style="text-align: center;">59</td> </tr> </tbody> </table>	%	Male	Female	Practice	47	53	PRG	41	59	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">14</td> <td style="text-align: center;">6</td> <td style="text-align: center;">8</td> <td style="text-align: center;">9</td> <td style="text-align: center;">11</td> <td style="text-align: center;">13</td> <td style="text-align: center;">18</td> <td style="text-align: center;">21</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">3</td> <td style="text-align: center;">11</td> <td style="text-align: center;">24</td> <td style="text-align: center;">40</td> <td style="text-align: center;">13</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	14	6	8	9	11	13	18	21	PRG	0	4	5	3	11	24	40	13
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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	95	1		1	0.5	0.5	0.5	
PRG	98							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.5			0.25		0.25	0.25		0.25	
PRG										2

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 PRG is representative of the practice population for gender, age and ethnic background. We have however written to a cross section of our ethnic minority groups to ask them to join the group.

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/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

Outline the sources of feedback that were reviewed during the year:

- **Communication via email to and from PRG (post used when internet access is not available)**
- **Suggestion Box in waiting room**
- **Friends and Family Test feedback**
- **Patient Survey**

How frequently were these reviewed with the PRG?

Annually when agreeing action plan for the year

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 577 421">Description of priority area</p> <p data-bbox="203 461 1946 531">Only 44% of patients who completed the survey knew we offered extended hours appointments – therefore to raise patient awareness of extended hours appointments.</p>
<p data-bbox="203 686 887 718">What actions were taken to address the priority?</p> <ul data-bbox="253 762 1946 911" style="list-style-type: none"><li data-bbox="253 762 1946 831">• Raised awareness with staff to promote extended hours opening and inform new patients that this service is available<li data-bbox="253 839 1487 871">• Display more prominent posters in waiting rooms to advertise extended hours<li data-bbox="253 879 1162 911">• Make advertising on website more visible and noticeable
<p data-bbox="203 1064 1312 1096">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1136 2002 1243">We hope this will improve patient awareness about our extended opening times. We will re survey the same question next year to compare and anticipate that there will be an improvement. The uptake of extended hours appointments is good so we would not expect to see a change in this.</p>

Priority area 2

Description of priority area:

16% of patients felt our opening times for appointments are fair

What actions were taken to address the priority?

We have undertaken a survey specifically to get feedback on extended hours opening times and if these meet the needs of our patients.

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

Results to follow and will ensure next year's extended hours plan takes in to account the results of this survey

Priority area 3

Description of priority area:

Disability Access 24% of patients think that disability access is fairly difficult at the surgery and out of the people who completed the survey 21% were either disabled or a carer.

It was also noted in our CQC inspection that disabled access was difficult at the West Moors surgery in particular access to the toilet.

What actions were taken to address the priority?

We have recently commissioned an expert third party to undertake a risk assessment for disabled access and will be making recommendations for improvement.

We undertake an internal annual disability risk assessment and make recommendations for improvement

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

Recommendations report produced with detailed action plan. Where appropriate actions to be addressed over the next year.

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

Survey Response	Action	Update on actions
23% patients using online Booking for Doc's Appt Only	Raise awareness of Online Booking through website, Posters and Encouragement from staff to register. Re- look at options to book blood tests online	Practice Website has been updated making the Patient Access more prominent on the home page for booking appointment and ordering prescriptions. Posters have been displayed in both waiting rooms and we have run a staff training session on raising awareness with staff to promote the service. It was decided not to offer blood appointments online due the information we need to know prior to a blood test appointment.
9% found getting into building at West Moors difficult	Exploring options with NHS England and Local Authority for new premises all reasonable adjustments made limitations with building	New premises discussions are ongoing. Disability Risk assessments undertaken with recommendations. Reasonable adjustments for some patients to use our branch surgery if access is difficult.
21% Concerned about Confidentiality in reception	Posters to request a private room Explore Options of utilising second window and closing doors	Posters have been made advising patients that they can request a private room and receptionists have been encouraged to promote the use of second window in reception. More awareness of automated checking in screen for patients arriving for appointments.
Receptionists Sometimes overstretched and multitasking	Review of staffing in reception. Look at busy times to increase support Raise awareness of checking in screen More dedicated time for prescription clerk	Reception rota reviewed. Additional receptionist added for busy periods.
Seating in waiting room – feedback from PPG group and patient suggestion	Review waiting room seating to provide higher seats and seats with arms for elderly and disabled patients.	Two high backed chairs have been provided for both waiting rooms.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 27 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?

PPG is promoted at our annual Flu Day

Letters are written to patients that do not visit the surgery regularly and ethnic minority groups

Our Survey is given to the PPG members and also patients visiting the surgery.

New patients – letter and leaflet included in welcome pack

Has the practice received patient and carer feedback from a variety of sources?

Yes

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Members of the PPG are emailed asking for Suggestions for annual survey and consulted with to approve the action plan.

How has the service offered to patients and carers improved as a result of the implementation of the action plan

Promote and raise awareness of extended hours appointments for patients and consider feedback from patients when planning hours for next year. This supports the government's targets of improving access outside of normal working hours for patients.

Respond to recommendations from an expert regarding Disability access to the main surgery site – this will ensure we adhere to equality laws and improve the service we provide to our disabled patients.

Do you have any other comments about the PPG or practice in relation to this area of work?

No other comments