

Annex D: Standard Reporting Template

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

Practice Name: Farnham Road Practice

Practice Code: K81075

Signed on behalf of practice: G. Edwards (General Manager) Date: 31/03/2015

Signed on behalf of PPG: C. Reid (PPG Patient Lead) Date: 31/03/2015

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

Does the Practice have a PPG?	YES
Method of engagement with PPG:	Face to face meetings held bi-monthly, additional communication via email as and when required. PPG Lead also part of CCG-wide Patient Representative Group and part of Prime Minister’s Challenge Fund Programme Board. Practice General Manager attends PPG-led Healthy Eating patient group.
Number of members of PPG:	13 (two recent resignations during last month)

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48%	52%
PRG	39%	61%

Detail of age mix of practice population and PPG:

%	<19	20-29	30-39	40-49	50-59	60-69	> 70
Practice	7223	3212	4570	3647	2732	1509	1390
PRG			1	1	1	5	5

Detail the ethnic background of your practice population and PRG:

NB Patient/Practice breakdown of ethnicity is not supplied by the clinical system in the format shown below, hence only PPG ethnicity is shown.

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice								
PRG	11							

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

The Practice invites members from all groups of patients. Meetings are held at both site locations and at different times of the day and week in order to make attendance possible for working and non-working patients.

The Practice always invites members from all groups of patients when advertising for additional members through its Newsletters, posters and website.

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

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:

GP Patient Survey
Prime Ministers Challenge Fund Additional Appointments Patient Satisfaction Surveys (3 surveys)
Feedback from PPG members.

How frequently were these reviewed with the PRG?

On publication.
As raised / required.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Carers
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">- Up-skilling of all staff including clinicians, reception team and administration team of: who carers are, their role and impact on society, the importance of identifying these people and looking after their needs, available support services- Identification of carers through various means:<ol style="list-style-type: none">1. Questionnaire – given out in reception/at registration2. Self-identification – Information on website/notice boards/television screen requesting patients to inform us if they are a carer or have a carer3. Opportunistically – during consultations, registration process- Patient information: displayed on website, notice boards and television screen; information table in waiting room displaying service information from Community Voluntary Services and Age Concern with other local support agencies
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">- All staff members aware and provided with relevant information.- Increased rates of identification of patients who are carers or have carers.- Information documented and coded in notes so easily recognisable to all.- Improving care to carers eg. Inviting for annual flu vaccinations, prompting clinicians to screen for depression.

Priority area 2

Description of priority area: Continuity of Care

What actions were taken to address the priority?

- Reception staff were informed to increasingly question patients about which doctor they would prefer to see in attempts to book them in with their desired doctor
- The ratio of pre-bookable appointments for "Usual GP" or "Continuity of Care" slots were increased per session
- Work in progress to offer "appointments as necessary" for certain patient groups, for example, the vulnerable, those with severe illness, those with special needs.
- Appointments bookable on-line (Patient Access Online system) has been set, initially, to allow patients to only book appointments with their "own" or Usual GP in order to improve access for patients with their Usual GP. Appointments have been specifically allocated for on-line booking with Usual GP within the appointments system.

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

- Improved access for patients to see the doctor they wish to see.
- Improved access for patients to see their Usual GP.
- Increased awareness by patients of ability to book appointments for their Usual GP.
- Additional access for patients to book their own appointments with their Usual GP via the Patient access Online system.

Priority area 3

Description of priority area: Telephone System

What actions were taken to address the priority?

- PPG members collectively wrote a letter to the Practice Manager as supporting evidence.
- The Practice conducted a survey of patients' experiences using the telephone system.

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

- The Practice has forwarded the PPG letter to the CCG to request their support both in principle and in financial support for the introduction of a modern, fit-for-purpose telephony solution across both Practice sites.
- The Practice is participating in the Prime Minister's Challenge Fund Telephony project which seeks to identify suitable telephone solutions for Practices in Slough with a view to possible joint-procurement of systems.
- The Practice seeks to maintain its extended answering capabilities at peak times wherever possible through the use of additional staff answering telephones.

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):

The PPG has continued to increase in numbers and now plays an active role in the functioning of the Practice. They have a voice which is respected and heard amongst clinicians and other Practice staff, for example, they were significantly concerned about the number of patients who did not attend their appointments which initiated the development of the Practice Non-Attendance Policy. The members offer their help and support when asked for and were involved with our Carers project this year, volunteering their own time to come in and spend some time in the waiting room in attempt to increase awareness and our identification of carers. As a group, they have grown and bonded and are now at the stage where they will work on their own initiatives: recently they have started coffee mornings and walking groups for themselves and other patients of the Practice.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 31/03/2015

How has the practice engaged with the PPG:

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

The Practice is open to feedback from all sources and encourages membership to its PPG from all aspects of its patient population.

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

The Practice has had feedback from patient surveys, NHS Choices website, complaints and compliments, Suggestion boxes and direct feedback from patients and carers to staff.

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?

Too early to give anecdotal evidence and difficult to quantify statistically due to there being no serious form of measurement available that is objective.

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

The PPG has grown considerably in its maturity over recent years and has developed to be part of the policy making of the Practice in terms of its Failed To Attend policy. Many new members joining the PPG in the recent months mean that there is more understanding of the workings of the Practice and the constraints under which it operates. There is a full and frank discussion between PPG and Practice staff at PPG meetings and the relationship has developed considerably.

PPG lead and members also participate in Slough CCG-wide patient involvement groups and the Practice's PPG is seen as the most mature and organised PPG amongst other Practices and often advise other PRG members and Practices on how to develop Practice's PPGs and their role within the Practice.