Annex C: Standard Reporting Template

**Essex Area Team**

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

Practice Name: Rockleigh Court Surgery

Practice Code: F81102



Date:23.3.15

Date:24.3.15

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, Email |
| Number of members of PPG: Face to Face 13, Email virtual Group 29 |
| Detail the gender mix of practice population and PPG:

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| --- | --- | --- |
| % | Male  | Female  |
| Practice | 3115 | 3260 |
| PRG | 16 | 26 |

 | Detail of age mix of practice population and PPG:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
| Practice | 1216 | 454 | 744 | 969 | 984 | 649 | 589 | 770 |
| PRG |  |  |  | 3 | 2 | 8 | 21 | 8 |

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| Detail the ethnic background of your practice population and PRG:

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| --- | --- | --- |
|  | White | Mixed/ multiple ethnic groups |
|  | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed |
| Practice  | 2263 |  | 0 | 26 | 15 | 14 | 22 | 33 |
| PRG | 37 |  |  | 2 |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Asian/Asian British | Black/African/Caribbean/Black British | Other |
|  | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Any other |
| Practice | 43 | 7 | 0 | 18 | 57 | 13 | 6 | 7 |  |  |
| PRG | 2 |  |  |  |  |  |  |  |  |  |

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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:**During the year we have been encouraging more patients to join either the face to face group or our virtual group. We have a large notice board in the waiting room which advertises the group and asks for new members. We also have notices on our website and in our practice booklet, of which a copy is given to all new patients registering at the surgery. The PPG produces a quarterly newsletter.** |
| 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? NOIf you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:N/A |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:We review any comments posted on NHS Choices and the National GP Patient Survey. The Friends and Family test which was introduced at the beginning of 2015 has become standing item on the PPG agenda and is reviewed bi-monthly. Any other comments coming into the surgery are reviewed on an as and when basis. |
| How frequently were these reviewed with the PRG? Bi-monthly |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: Phlebotomy services at Brentwood Community Hospital.  |
| What actions were taken to address the priority? The Brentwood and Basildon Clinical Commissioning Group (BBCCG) wanted feedback regarding the commissioned services used by patients including clinics, hospitals and community services. To do this, patient representatives from the Brentwood surgeries meet bi-monthly and invite patient reps from many of the voluntary groups in Brentwood to bring together a wider patient prospective.In turn, these views are forwarded on to the BBCCG's Patient & Public Reference Group so that the CCG Board are made aware of patient views throughout Brentwood, Basildon, Billericay and Wickford. Two members from our PPG attend the CCG Patient Engagement Group.   |
| Result of actions and impact on patients and carers (including how publicised):The phlebotomy service will be extensively reviewed, with hopefully new opening times, especially early appointments for our diabetic patients. We are also hopeful that the views of our members will be listened to, and thus enhance the current service running from Brentwood Community Hospital. In turn this will enable our patients to have shorter waiting times and easier access to the service. The new service will be publicised within the practice and on our website as well as in the locality.  |

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| Priority area 2 |
| Description of priority area: Dementia Packs for relevant patients |
| What actions were taken to address the priority? The PPG group already have packs for newly diagnosed diabetics (Type 1 and Type ll) and carers. These packs hold an invaluable amount of relevant information for these two areas. The PPG also wanted to produce a pack for Dementia patients and their carers. Two members of the group were assigned to research the information and produce a pack. This was then brought back to the main group for approval. All these conditions are high on NHS Englands agenda. |
| Result of actions and impact on patients and carers (including how publicised):This pack has now been completed and is available in the surgery’s reception. All doctors and nurses have copies in their rooms, which can be given out to patients or their carers when visiting the surgery. The packs are also publicised via the PPG notice board. |

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| Priority area 3 |
| Description of priority area: Internal improvements to the surgery to include a new front door (to become DDA compliant), alteration to the reception area and to make a small safer waiting area at the top of the stairs on the 2nd floor.  |
| What actions were taken to address the priority?Our landlord has agreed to fund alterations which will include refurbishment of our lift and in turn this means we no longer need a lift motor room. The waiting area at the top of the 2nd floor is situated at the top of the stair case. This has caused safety issues especially for small children waiting to be seen by the doctor. Contractors have visited the surgery and plans will be drawn up as soon as NHS England have agreed the Heads of Terms. The motor room will be turned into a larger waiting area for patients and will include balustrades to keep patients away from the top of the stairs. In the reception area we will have a new reception desk which will incorporate a lower section for use of wheelchair bound patients. |
| Result of actions and impact on patients and carers (including how publicised): This work was meant to have been carried out in the financial year 2014/15 but because of NHS England Area team difficulties this work will be carried forward into the next financial year. The result will mean a safer and DDA compliant corridor for our patients. |

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):

**Action Plan: 2013**

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| --- | --- | --- |
| **Action** | **Plan** | **Implementation Date** |
| **To update the surgery leaflets:** | **PPG along with relevant staff members to source other relevant medical conditions leaflets** | **To start sourcing immediately and have in place by May 2013.****Completed and on going. We are constantly reviewing our leaflets and publishing new initiatives.** |
| **Inform patients of how to contact a doctor when the surgery is closed:** | **To have a permanent feature in the Patient Group newsletter.****To display posters in the surgery’s waiting areas.** **To be included on the surgery website** |  **To be included in the Newsletter for Spring 2013 and thereafter** **Posters – Immediately** **Website update – end of March 2013****2014 -15 Completed** |
| **To make more patients aware that we have a Patient Group and that all patients are entitled to become a member, either via the Patient Reference Group or the virtual group** | **To continue advertising in the quarterly newsletter.****To change the PPG board, currently in the waiting room, so that it is visually more prominent.** **To continue mailshots to patients on an opportunistic basis.** |  **On going****Action by practice April 2013****On going****2014 -15 Completed and on-going. We are continually striving to make all patients aware of our PPG** |

**Action Plan:2014**

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| **Action Plan Implementation Date** |
| **More patients need to be made aware that they are able to book appointments and re-order repeat prescriptions on line via our website.** | **We already publicise on line and have posters in the waiting room. We have again added a piece to each repeat prescription informing patients how to implement this service** |  **Immediate;****2014-15 Completed and on-going. All new patients are invited to subscribe to the online services.** |
| **To better inform our patients when the surgery is closed that they are still able to access a GP without having to go to A&E** | **To publicise the 111 and Out of Hours services within the surgery and the wider locality. PPG members will actively source relevant notice boards in the area in which to place posters.****PPG chair will take the information back to the Patient Participation Group for Brentwood CCG**  | **To feedback areas at the next surgery meeting. – May 2014****Chair to raise issues at the next PPG CCG meeting on the 29th March 2014****2014-15 Completed** |
| **BCH Blood Tests: More appointments early in the morning for fasting blood tests. To feed back to the commissioners survey results** | **To publicise other blood services in the next PPG newsletter and on our website.****Chair to raise issues at the next PPG CCG meeting on the 29th March 2014** | **Summer Newsletter (April 2014)****March 2014****2014-15 On going** |
| **BCH – Physio Services- patients having to wait months before they are seen within the service.****To feed back to the commissioners the survey results.** | **Chair to raise issues at the next PPG CCG meeting on the 29th March 2014** | **March 2014****2014-15 A new system is in place as of 1.4.15** |

PPG Sign Off

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| Report signed off by PPG: YES Date of sign off: 24.3.15 |
| How has the practice engaged with the PPG:Answer: We have regular bi-monthly meetingsHow has the practice made efforts to engage with seldom heard groups in the practice population?Answer: We have a new website which has meant it has become much easier for us to post new information. We send out the quarterly newsletter to our nursing homes.Has the practice received patient and carer feedback from a variety of sources? Answer: Yes have received feedback from NHS Choices, Friends and Family Test, verbally as well as written.Was the PPG involved in the agreement of priority areas and the resulting action plan? Answer :YESHow has the service offered to patients and carers improved as a result of the implementation of the action plan?Answer: Some areas are still in transition due to enforceable problems. Once implemented they will improve patient experience, safety and access. Do you have any other comments about the PPG or practice in relation to this area of work? Answer : Our PPG is extremely enthusiastic and we have a very good working relationship with them  |