

Annex D: Standard Reporting Template

NHS Greater Manchester
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Standish Medical Practice

Practice Code: P92014

Signed on behalf of practice: Dr J S Hall

Date: 24 March 2015

Signed on behalf of PPG: Mrs S Byron, Chairperson PPG

Date: 24 March 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, Email, Other (please specify) Face to face& email.
Number of members of PPG: 10

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	-----	-----	97% of pop.-	-----				
PRG	100							

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

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 invited representatives from different age groups. We also asked patients who represented other groups eg local council members, carers, staff from nursing homes& parents.

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 have a large number of nursing homes. We have representation from a local nursing home.

2. Review of patient feedback

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

Patient suggestions & comments via suggestion box.

Feedback given directly to PPG members.

Feedback from complaints received by the practice.

More recently feedback from friends & family questions.

In May members of the PPG spent several days in the practice waiting room talking to patients from all groups.

Patient feedback was requested by & given to the CQC in November .We were unable to review this feedback but the report states patients were complimentary about the care and treatment provided.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Online prescriptions.

What actions were taken to address the priority?

We initially looked at & started trialling online prescriptions through EMIS who provide our medical records software. This was satisfactory but we did not find it suitable for our online appointments (see below). We are therefore setting both online prescriptions and appointments through Frontdesk who have provided our computerised diary .

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

We initially offered online prescriptions to members of the PPG & some patients with chronic diseases to trial. We are currently changing as above and will offer it more widely. We will publicise it in the surgery and on our website.

Feedback on the initial system was positive allowing patients to order repeat prescriptions when convenient.

Priority area 2

Description of priority area:

Online appointment booking.

What actions were taken to address the priority?

We spent some time looking at different systems. Unfortunately the initial system we looked at did not integrate well with the call system in the surgery, particularly regarding our patients previous preference to be called by number rather than name. We have now started offering on line appointments.

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

We are publicising this in surgery and on the website. Patients registered for this are able to book, change & cancel appointments online. We are regularly reviewing the number of appointments booked online to make sure those not wishing to use online appointments are not put at a disadvantage.

Priority area 3

Description of priority area:

Patient information on video screens in waiting rooms.

What actions were taken to address the priority?

Feedback was received regarding the patient information on the video screens. After reviewing this we changed it from audio visual presentations to visual only.

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):

As well as the above we have had started some booked appointments in morning surgery & have looked at the possibility of a second terminal on the front desk. We are currently looking at the possibility of an additional automated check in for booked surgeries.

We have altered the printed patient slips so they are easier to read.

We have discussed waiting times in afternoon surgery. This has resulted in an alteration to GP booking times to try and reduce patient waiting. We have displayed information to patients regarding the length of an average appointment.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24 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?

Members of the PPG visited the Surgery during the "PPG awareness week" and discussed any issues with patients waiting to be seen. One of the members, who is a young mum herself, attended the baby clinic to discuss issues with patients. As previously mentioned one member of the PPG team is a Deputy at a local nursing home. The Practice has found difficulty in engaging a younger member to be involved and to attend the meetings. We also currently have the "family and friends test" running in the Practice and this is gaining response from the younger age group visiting the surgery. The "family and friends test" questionnaire is available on our website to complete and we hope that this will gain more response from younger patients. The PPG Group were a little unclear on what is meant by "seldom heard groups" and felt that this could vary from area to area. A couple of the members are also members of other groups and relay information and comments.

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

Yes, we receive feedback from various surveys, the suggestion box in the waiting room and currently the "family and friends test"

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

Yes, and the PPG members comments and priorities are taken on board.

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

Ease of ordering prescriptions and booking appointments. More appropriate information on TV screens and less irritating without sound.

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

The Practice and the PPG have a constructive working relationship which is valued by all involved. We plan to find ways to identify and engage further with seldom heard groups.