

Annex C: Standard Reporting Template

Essex Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The New Folly Surgery

Practice Code: F81163

Practice website address: www.thenewfollysurgery.co.uk

Signed on behalf of practice:

Daryl Laws – Practice Manager:



Date:

30/05/15

Signed on behalf of PPG:

Tess Burchett – Group Chair:



Date:

31/03/15

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 and Email**

Number of members of PPG: **12**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3127	3233
PRG	3	9

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1130	560	595	729	1137	745	697	767
PRG					1	1	5	5

Detail the ethnic background of your practice population and PRG:

	White			Mixed/ multiple ethnic groups		
	British	Irish	Gypsy or Irish traveller	White &black Caribbean	White &black African	White &Asian mixed
Practice	2512	28		40	10	4
PRG	10	2				

	Asian/Asian British				Black/African/Caribbean/Black British		Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black
Practice	10	1	2	14	6	6	4	4
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:

The Group agreed that efforts had been made to bring awareness to all potential members by advertising on the Surgery website, a permanent poster in the local library and pharmacy, reference to the Group on prescription counterfoils and posters displayed within the Surgery. Approaches were also made to Anglo European School to encourage young new members. The group has also liaised with the Parish Council.

Are there any specific characteristics of your practice population which means that other groups should be included in the PRG?
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:

The group agreed that the answer was 'No' to all categories.

2. Review of patient feedback

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

- A) Suggestion Box. B) Face-to-face feedback. C) Promotional days for the blood pressure machine. D) In-house PRG Group together with their minutes on the website.

How frequently were these reviewed with the PRG?

These sources of feedback are reviewed bi monthly at PRG Meetings.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Remove 'Life Channel' TV in Waiting Area and replace with standard TV showing BBC News.

What actions were taken to address the priority?

Purchase of TV for Waiting Area.

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

Patients had not complained but expressed that the 'Life Channel' was repetitive and not particularly informative. Feedback has been that the News is always of interest and creates a better atmosphere.

Priority area 2

Description of priority area:

Reduction in Patient DNAs (Did not attend appointment).

What actions were taken to address the priority?

SMS Text message appointment reminder to include request for patient to cancel any unneeded appointments. Also monthly advertising of DNA numbers both in the Practice and on the Practice website.

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

Reduction of DNA numbers and cancelled appointments then made available to other patients. Monthly advertising of DNA numbers both in-house and on the Practice website.

Priority area 3

Description of priority area:

Receptionists to acknowledge patients using the Self Check-In.

What actions were taken to address the priority?

Customer care update for Reception team.

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

Agenda item for Practice Staff Meeting on April 23rd 2014. Reception staff were asked to make a courtesy acknowledgement to patients using the Self Check-in screen or waiting to be seen when they are taking/making calls or pre-occupied with a task.

Reception staff felt they did this routinely, however, would be more aware in future.

Patients felt it was a more welcoming experience and wearing of 'New Folly Surgery' name badges by all staff has proved popular.

Priority area 4

Description of priority area:

Improvement of telephone communication within the Practice.

What actions were taken to address the priority?

Research and source alternative telephone system for the Practice.

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

New telephone system went 'live' on June 19th 2014 and training made available to all staff during June 19th and 20th. Lines have been increased from 2 to 4. Feedback positive in that access is easier and a 'Welcome' message has replaced the engaged signal.

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):

1) Improvement to Phlebotomy courier service as The New Folly Surgery only has 2 collections per week

This issue has been raised with both the former Primary Care Trust and, more recently, our local Clinical Commissioning Group however the outcome of BCCG's evaluation of phlebotomy and courier services has yet to reach a conclusion.

2) Confidentiality at Reception

Premises has been re-organised to create a separate room at Reception for both telephone answering and an area for patients to speak to staff in a separate setting to maintain confidentiality. Awareness has been increased amongst Reception staff around confidentiality at the Reception desk.

3) Customer Service Pledge

Customer Service Pledge has been developed with help from the PRG and publicised both in the Practice and on the Practice website.

4) Welfare of patients using our services

Water Cooler has been installed for drinking water in Waiting Area.

5) Written information for patients

Folder with up-to-date posters, leaflets, information sheets made available in Waiting Area.

6) Advice and guidance for patients - Visits from local organisations/service providers

Crossroads, CAB, Parkinsons Disease Nurse Specialist and Diabetes Representative have attended Practice offering advice and guidance. Some PRG members came into the Practice to promote the Waiting Room Blood Pressure Machine and show patients how it worked.

PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 11/03/15

How has the practice engaged with the PPG:

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

Open to new members without discrimination. See question 1.

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

Regular and well attended meetings. See question 2.

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

Yes. Excellent two-way communication.

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

See Priorities 1-4.

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

Regular attendance of GP and Practice Manager at all meetings which is not necessarily the norm.