

## Annex D: Standard Reporting Template

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

Practice Name: Dr R B Chitre

Practice Code: M85009

Signed on behalf of practice: Dr R B Chitre

Date: 16.03.2015

Signed on behalf of PPG:

Date: 24.03.2015

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, Email, Other (please specify)	Email & post
Number of members of PPG: 6	

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	51%	49%
PRG	0%	0.127%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	20%	11%	15%	13%	13%	10%	8%	9%
PRG	0%	0%	0.021%	0%	0.021%	0.021%	0.021%	0.021%

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	6%	1%	0%	2%	2%	1%	1%	1%
PRG	0.063%	0%	0%	0%	0.021%	0%	0%	0%

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	15%	8%	2%	1%	2%	4%	11%	1%	0%	1%
PRG	0.021%	0%	0%	0%	0%	0%	0.021%	0%	0%	0%

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 PPG membership is open at all times to all patients registered at the practice. There are posters displayed in the waiting room inviting patients to join. There is also information on our website on how to become a member. All new patients are given information to join the group on registration.

The practice recognises that the members of our group are not representative of the practice population. We are actively recruiting male members and young people (under 35yrs) to improve the representation of our practice population.

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?

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:

Results of Friends and Family Test.  
Complaints & Suggestions  
Action Plans from previous years

How frequently were these reviewed with the PRG?

Over the last 3 years.

(Except the Friends and Family Test which only started January 2015, but has been discussed in February 2015)

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>To look at how the practice can reach patient's who do not attend the surgery regularly to complete the Friends and Family Test questionnaire.</p>
<p>What actions were taken to address the priority?</p> <p>The practice registered with <a href="http://www.iwantgreatcare.org">www.iwantgreatcare.org</a> so patients can access a website to take the FFT. Information cards on how to complete the questionnaire online were given to the local Pharmacist to give to our patients when they come to collect their repeat medication, or when the Pharmacist delivers their medication to them.</p> <p>The cards were also given to new patients in their registration pack.</p> <p>Patients who attended the surgery were given the option to go online or complete the questionnaire in surgery.</p>

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

All patients whether attending surgery, collecting medication, or having medication delivered are now being given the information to complete a questionnaire. There are posters displayed in the waiting room explaining how to complete the questionnaire. As the FFT only started in January it has not been possible to say what impact this will have on patients and carers. The practice however hopes that further results will show us how we are delivering our services to patients and where there is a need for improvement. Feedback from the PPG was positive from the results of the first month.

## Priority area 2

Description of priority area:

Leaflet given to registered and new patients on "How the appointment system works"

What actions were taken to address the priority?

The receptionists gave registered patients and new patients a leaflet explaining 'how the appointment system works' at the practice.  
They also explain to patients how the system works when they are booking an appointment in surgery or over the telephone  
Posters are displayed in the waiting room.

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

This is now part of the information for 'new patients pack' and also available for all registered patients along with posters in the waiting room.

We hope that patients have a clear understanding of the various appointments the practice offers and what to do if they need

urgent same day access. This will help the practice reduce the DNA (did not attend) rate.

Patients and the PPG have commented that the leaflet was helpful and they have more of an understanding of the appointment system.

### Priority area 3

#### Description of priority area:

To make it easier for patients to access the surgery via telephone to book an appointment or general medical queries etc.

#### What actions were taken to address the priority?

The practice enabled 'patient access' via the practice website for patients to register and order their repeat medication online.

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

The practice is now taking requests for repeat medication online. This has been really successful especially for patients who work or find it difficult to come to the surgery. (Although we still take requests over the telephone for patients who are housebound and from patient's carers).

Patients can now get through on the telephone to book appointments or for medical queries etc as the lines are not as busy. Patients have said they find it easier to get through on the telephone.

Patients were informed of online ordering of repeat medication by a message on the right hand side of their prescription and opportunistically over the telephone and in surgery.

A hand out on "how to register online to order repeat medication" was also developed and handed to 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):

The practice now has telephone triage appointments

There are extra GP sessions for routine patient appointments

The practice now takes request for repeat medication online

There is a leaflet for patients informing them of how the appointments system works and posters are displayed in the waiting room

The receptionist's now take more time to explain how the appointment system works at the practice

The practice no longer takes requests for repeat medication over the telephone. This has made a big difference in patients getting through on the telephone line.

The practice developed a virtual PPG which as been very successful and has expanded the group.

The appointment system was changed to allow patients to book up to 2 weeks in advance and also book same day appointments



#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 16.03.2015

How has the practice engaged with the PPG: via email and post

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

By keeping the membership open at all times, giving new patients application forms with their registration pack and advertising on the practice website

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? Yes

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

Extra GP sessions

Telephone Triage appointments

Easier access to contact the surgery via telephone

Information on how to book appointments and urgent access to a GP

Online access for patients to order their repeat medication

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

The practice relies on their patients for comment or suggestions on how the practice can further develop the services we offer.

The feedback from the PPG group has been encouraging and very much appreciated.

The practice is hoping that the PPG will expand and be more representative of the current patient population.