Annex C: Standard Reporting Template

**Essex Area Team**

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

Practice Name: Hassengate Medical Centre

Practice Code: F81153

Practice website address: www.hassengatemedicalcentre.co.uk

Signed on behalf of practice:  24th March 2015

Signed on behalf of PPG: 25th March 2015

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, Other (please specify) Face to Face, usually at monthly meetings | |
| Number of members of PPG: 86 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 47% | 53% | | PRG | 20% | 80% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 21% | 11% | 13% | 14% | 14% | 10% | 10% | 7% | | PRG | 0 | 1% | 4% | 13% | 21% | 29% | 24% | 8% | |
| 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 | 98% |  |  |  |  |  |  |  | | PRG | 99% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice |  |  |  |  |  |  |  |  |  | 2% | | PRG |  |  |  |  |  | 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:  Involving all age groups and ethnicities to participate in the Patient group continues to be a challenge. The existing face to face PRG is mainly British white and one black British African. The PRG includes both employed and retired patients covering age groups between 30-80yrs. The majority of the population in this area is white British. The Practice advertises the Patient group on its web site, Prescriptions, in the waiting room and the Patient information folder. The minutes of the Practice and Patient Group are place on the Practice web site and in the waiting room for all to read, at the end of the minutes there is an article on Patient information, which encourages them to get involved with the PRG. When possible a member of the Patient group will spent time in the waiting room talking to patients. | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Practice annual “in house” patient survey, that incorporated the survey request of the patient group |
| How frequently were these reviewed with the PRG?  At the monthly meetings |

1. Action plan priority areas and implementation

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| Priority area 1 | |
| Description of priority area:  **Scripts** – Continuing to explain to the 43% of our patients who still feel it takes 3 or more days to obtain their repeat prescription that the clock starts ticking the moment the repeat request arrives in the surgery, excludes non-working days or the time it is dropped into the chemist. | |
| What actions were taken to address the priority?  Articles in practice newsletter / notices in waiting room | |
| Result of actions and impact on patients and carers (including how publicised):  Will see on the next run of the “in house” survey whether we have made progress with getting this message across. Since the last survey we have seen a growth in our list size by approximately 500 patients and the introduction of Electronic Prescribing V2 all of which will flavour the degree of understanding generally, new patients take a little time to understand the way this surgery works. | |
| Priority area 2 |
| Description of priority area:  **Running late** - Appointment system – Informing patients in waiting room when a clinician is running late by more than 15minutes by verbal announcement**.** |
| What actions were taken to address the priority?  Reception team encouraged to be more vigilant in monitoring and communicating this to patients, admin manager tasked with ensuring this happens! |
| Result of actions and impact on patients and carers (including how publicised):  Again we will review perceptions once the next “in house” survey is undertaken in the summer. Like any busy organisation slippage occurs from time to time, but the admin manager is regularly reminding the team of the need to achieve this target and continues to monitor and encourage them. |
| Priority area 3 |
| Description of priority area:  **Car Park** The practice has acknowledged the difficulties encountered by our patients due to increased traffic + list size which is reflected in an over full car park. |
| What actions were taken to address the priority?  Having failed to get any support from the Area Team to develop the land to give more car parking, they have agreed that we can proceed providing we do not seek rent upon the additional spaces. The practice via the chemist developer is endeavouring to develop a sufficiently robust case to put to the local planning authority to enable the car park to grow, more than the extra six spaces that have already been added. |
| Result of actions and impact on patients and carers (including how publicised):  Apart from the extra six spaces we have yet to achieve progress with this area, but it is being pursued by both the land owner GP partners as well as the chemist, as it is in all of our interests to improve this facility 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):

We continue to work closely (patient group and practice) to ensure that issues that a shared are resolved in as timely a fashion as possible. A good example of major change due to this interaction is the move from 0844 to a local STD telephone number.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 25th March 2015 |
| How has the practice engaged with the PPG: Regular – usually monthly face to face meetings, alongside advertising the existence of the group via assorted media to ensure others get involved!  How has the practice made efforts to engage with seldom heard groups in the practice population?  Members of the group have spent time in our waiting room, talking to patients and trying to engage, unfortunately many are not interested in investing a little time to help maintain or improve the services we offer. We have also assisted one of the local schools with their pupils studying “community services”.  Has the practice received patient and carer feedback from a variety of sources?  We gather feedback via the annual survey, reports from the national survey, feedback from NHS choices +/or Friends and Family (albeit patients appear disinterested in this latest initiative) as well as via the complaints, comments and suggestions routes that have long existed. That said the face to face group are adept and gathering soft feedback and sharing it with the practice, they gather this from social media (great for one of the hard to reach groups) as well as from their conversations with patients, this can only help us ensure we continually improve.  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?  Not as fully as we would like, but certainly we strive to ever improve and hear and react to all suggestions  Do you have any other comments about the PPG or practice in relation to this area of work?  The PPG is voluntary, takes time and commitment, and within a practice that appears to be one of the more favoured in the area we struggle to get engagement from our patients, particularly those of non-white backgrounds. |