

Annex D: Standard Reporting Template

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

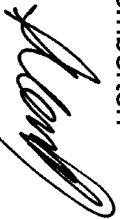
Practice Name: The New Hall Lane Practice

Practice Code: P81071

Completed by: Karen Pemberton

Date: 31.03.2015

Signed on behalf of PPG:



Date:

Please confirm that the report has been published on the practice website by 31st March 2015

YES

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES / NO - YES
Method of engagement with PPG: Face to face, Email, Other (please specify) – E MAIL.
Number of members of PPG: 13

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	51%	49%
PRG	16%	84%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	23%	12%	15%	13%	12%	11%	8%	6%
PRG	10%	10%	20%	25%	23%	14%	7%	

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								
PRG	79%			10%				

	Asian/Asian British			Black/African/Caribbean/Black British			Other			
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG	5%	6%								

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 practice offers all new patients the opportunity to join the PPG at new patient medicals.

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/NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

Yes - The practice has identified increasing numbers of patients joining the practice from eastern European countries.

These are now represented on the PPG.

2. Review of patient feedback

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

Feedback from patients is received via questionnaires.

Patients may send feedback via the practice website and or the practice generic email address.

Patients often contact the Practice Manager with feedback or share their opinions with the clinicians at their appointments.

How frequently were these reviewed with the PPG?

Every questionnaire is reviewed by the PPG this averages 4 per year in some form - some more extensive than others.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Access to GP and other healthcare professionals.

What actions were taken to address the priority?

The latest survey highlighted the need to look at access and this is on-going at the moment.

A second Nurse Practitioner job has been advertised as well as a further GP post.

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

Results of survey have been seen by PPG and uploaded to our website. Further audit will follow once the posts have been filled.

Priority area 2

Description of priority area:

To reduce 'did not attend' (DNA) rates.

What actions were taken to address the priority?

Patients are reminded to cancel unwanted appointments.

A concise poster has been designed and put in the waiting room to remind patients to cancel. This was at the suggestion of a patient who had discussed his opinions with the Practice Manager at length.

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

A review of improvements is expected once the system has been running for 6 months.

Priority area 3

Description of priority area:
Increase the use of alternative health care professionals

What actions were taken to address the priority?

Sign posting patients to other agencies for example pharmacy first and help direct.

Community Matron service is often an area to which certain patients are signposted to after they have had medical advice offered to them.

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

Still on-going – effects will be reassessed in 6/12

The Practice remains open to any and all suggestions offered to the team by patients and their representatives in relation to ways in which we can improve the services we deliver.

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):

Last year it was raised that confidentiality at the front desk was sometimes not as the patients would like.

This was addressed by

- A practice training event looking at confidentiality was arranged and staff given the opportunity to discuss issues.
- Staff are more aware of when a confidential area may be required.
- A poster advising patients that a confidential area is available if required has been designed and put in waiting room.
- The practice team will be undergoing IG training at the PETS internal practice training event 23.04.2015. to review protocols and procedures in greater detail bearing in mind patient feedback.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

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?

The option for patients to access confidential areas to discuss private matters are available should any patient or their carer make this request.

Do you have any other comments about the PPG or practice in relation to this area of work? No.

Please submit your report to: england.lancsat-medical@nhs.net by 31st March 2015