

Annex D: Standard Reporting Template

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

Practice Name: SHAWBIRCH MEDICAL CENTRE

Practice Code: M82059

Signed on behalf of practice: CAROL WALL

Date: 30th March 2015

Signed on behalf of PPG: GREG SMITH - CHAIR

Date: 30th 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 meetings, Email and AGM | | | | | | | | | |
| Number of members of PPG: | | 47 | | | | | | | | | |
| Detail the gender mix of practice population and PPG: | | | | Detail of age mix of practice population and PPG: | | | | | | | |
| % | Male | Female | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
| Practice | 5635 | 6034 | Practice | 21% | 10% | 9% | 13% | 19% | 12% | 10% | 6% |
| PRG | 22 | 25 | PRG | 1 | | | | 7 | 8 | 26 | 5 |

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 | 97.66% | 27 | | 7 | 29 | 20 | 39 | 1 |
| 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 | 100 | 35 | 6 | 10 | | | | | | |
| 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:

- E-mailed all patients who have given us their e-mail addresses
- Notices up in the waiting room
- Notices up in local libraries
- Information on the screen in the waiting room
- Information on the practice website
- Information given to midwives and health visitors to give to patients
- Having looked at the ethnicity statistics this will need to be looked at in the coming year

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:

- Patient Survey – 325 completed – Feedback from the survey has determined a number of areas requiring attention both new and ongoing
- PPG AGM held in November 2014 – over 100 patients attended
- Friends and Family
- DNA rates

How frequently were these reviewed with the PRG?

- Patient Survey – Annually but revisited when discussing specific issues
- Friends and Family – monthly information looked at on quarterly basis
- DNA rates – collected on monthly basis and looked at on quarterly basis

3. Action plan priority areas and implementation

| Priority area 1 |
|--|
| <p>Description of priority area:</p> <p>Getting an Appointment – Patient Access</p> |
| <p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• An audit was completed over a five week period• The results were discussed at a PPG meeting• A letter was drafted for PPG and practice approval• Determine the process to identify potential recipients taking into account patient confidentiality |
| <p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• Letter drafted and approved - joint letter from the practice and the PPG group• DNAs collected on a monthly basis and analysed• Discussion with clinicians prior to sending letter to ensure appropriate to send• Set up Clinical Access Working Group to take this work forward |

Priority area 2

Description of priority area:

Patient Information and Communication

What actions were taken to address the priority?

- Review methods of communication and provide recommendations for usage of different methods
- Develop newsletter highlighting new services, changes to practice etc
- Commission a new practice website to ensure that it is up-to-date and provides information to patients in a timely manner
- Members feel that it is the right time to conduct a review to improve and update the content and process of the patient survey

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

- A report on the review and proposed recommendations were made to the members of the group in September 2014
- Implementation of the recommendations will take place during 2015-16
- A new practice website was commissioned and is up and running
- **The Communications Working Group has increased its numbers and will take this work forward**

Priority area 3

Description of priority area:

Front of House - Confidentiality – Disability Access

What actions were taken to address the priority?

- Work has been undertaken regarding the disability access to the building
- Review of the reception desk area – confidentiality
- Identify appropriate solutions including layout and process

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

- Discussions have been held with the local council re dropping the kerb, photographs taken and initial drawings drafted
- Barrier system put in place in reception
- Enquire about a ticket system that other practice have in place to assist with patient confidentiality at the reception desk
- Set up a Facilities Working Group to take this work forward to review work previously undertaken, look into the proportion of disabled parking spaces and also the Equality Act.

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 Patient Participation Group has been established for 3 years now and has gone from strength to strength
- We have:-
- Listened to our patients who said that our tannoy system was hard to hear in reception and so we have replaced this with a new LED screen which announces the patient and informs them which room to go to
- Installed a hearing loop system
- Developed the PPG and moved to a committee structure with a Chair and Secretary
- Developed Terms of Reference, Code of Conduct and Confidentiality Agreement which is signed by every external visitor to the practice
- Held our first AGM in November and had over 100 patients attend
- To provide a focus for the PPG and as an aid to moving previous and new actions forward it has been agreed by the group that three new working groups will be set up, in addition to the already established Communications Working Group, to address actions
- The new working groups are:-
- Clinical Access
- Facilities
- Information Governance – Security – this was felt important given the sharing of records etc.

4 PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: 26th 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?

- At the AGM we invited a number of organisations to have stands where they were able to share information with patients
- Suggestion box in reception
- Friends and Family Test
- New 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 we held a meeting on 26th March where the results of the patient survey and action plan was discussed.

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

- Yes we have improved the experience of patients when they come into the practice with the new screen and hearing loop. We have also installed a new telephone system to enable better access to patients.

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

- As mentioned previously the PPG has been running for 3 years now and has gone from strength to strength
- The group felt that it was important to continue the good work that has already gone on and were keen to set up further working groups to enable this work to move forward
- The group have agreed to meet again in June and September with the working groups completing work in between meetings

