

## Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Pines Surgery

Practice Code: K83008

Signed on behalf of practice: Sara Richards

Date: 20<sup>th</sup> March 2015

Signed on behalf of PPG:

Date:

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

Does the Practice have a PPG? YES												
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face and E-mail.												
Number of members of PPG: 10 members												
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	3216	3338		Practice	1498	642	1004	1014	1131	1113	1112	778
PPG	4	6		PPG					1	8	1	

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice								
PPG	10	0	0	0	0	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										
PPG	0	0	0	0	0	0	0	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 Pines Surgery tries to ensure we have a cross section of our demographics represented at our PPG, we put information on our website, we also put posters in our waiting area, advertise full details of our meetings within our newsletter. We advertise information near our Health Visitor and Midwife rooms. We put messages on all repeat prescriptions and we have introduced a Twitter account to advertise meetings and to invite new members. Practice staff also informs patients of upcoming meetings and we have also sent letters to patients inviting them to come along to one of our PPG meetings.

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

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

We do have a large elderly population at The Pines Surgery and a large Nursing home population. We have always invited all patients to our PPG meetings via messages on all prescriptions and advertising within the practice. We have also ensured our newsletter is given out to as many patients as possible. We will ensure all Nursing homes have copies of our Newsletter and have the opportunity to attend our meetings.

## 2. Review of patient feedback

(Component 2 – 30% of payment)

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

The key feedback from our patients and our Improving Practice Questionnaire has been Telephone Access, Appointment Satisfaction, able to see a practitioner within 48 hours, able to see a practitioner of choice, speak to a practitioner on the telephone and waiting time.

How frequently were these reviewed with the PRG?

We have meetings with our PPG members every quarter and these key areas have been on the agenda at each meeting. We have

discussed areas in which we can try to improve, we have discussed possible improvements and how we can develop ideas. We value our PPG member's feedback and working with them we have come up with some key points to try to help improve the service we currently offer.

### 3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

#### Priority area 1

##### Description of priority area:

The Pines Surgery will endeavour to ensure that our PPG members are a cross section of our practice population.

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

The Pines Surgery tries to ensure we have a cross section of demographics represented at our PPG, we put information on our website, we also put posters in our waiting area, advertise full details of our meetings within our newsletter. We advertise information near our Health Visitor and Midwife rooms. We put messages on all repeat prescriptions and we have introduced a Twitter account to advertise meetings and to invite new members. Word of mouth of upcoming meetings and we send letters to patients inviting them to come along to our PPG meetings.

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

We are impressed with the commitment of our current PPG members but realise we still need to work on having representation from a cross section of our practice population. We will continue to write to patients asking them if they wish to join the PPG we

will also look at putting posters in and around our local community areas.

## Priority area 2

### Description of priority area:

The key feedback from our patients and our Improving Practice Questionnaire and our Friends and Family Test results has been Telephone Access, Appointment Satisfaction, able to see a practitioner within 48 hours, able to see a practitioner of choice, speak to a practitioner on the telephone and waiting time.

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

#### **Telephone access**

This has been an area of discussion for the past year – with our PPG Members, myself, the Deputy Manager and Dr Bowater we discussed the difficulties we face with trying to educate our patients on the services we provide and when and how to access appropriate services.. We now have two Minor illness Nurses and one Minor Illness Nurse has just completed her Nurse Prescribing Course. As a practice we feel that this will help with the demand on general practice – our PPG members agree this would help with the demand.

Trial with Telephone Triage would also help with telephone access.

Practice Manager in discussions with BT to see if we can implement a call waiting system to inform patients that their call is in a queue and not left feeling no one is answering their call.

We are also looking at introducing further lines – and this is still in progress – awaiting BT

### **Appointment Satisfaction**

Discussions were had about appointment satisfaction and being able to see a practitioner of choice, we discussed the implementation of booking on line. PPG members feel this would be of great benefit to the practice.

Dr Bowater discussed the trial of Telephone Triage, this was greatly received by the PPG members who felt that patients would be happy to speak to a Doctor on the telephone for advice and if the GP felt an appointment was needed this could be arranged for that day or a pre booked would be arranged.

The trial of Telephone Triage would also help with telephone access.

### **See a Practitioner within 48 Hours**

We feel the telephone triage will help with patients who would like to see a practitioner within 48 hours – trial is still continuing.

We have also implemented text messaging all patients their appointment date and time – we feel a large number of DNA's do impact greatly on the amount of appointments we offer each day and have an increasing amount of patients who do not attend

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

Call waiting and further lines in to the practice to help with telephone access – Practice Manager in discussions with BT

Implemented Text Messaging all patients their appointment date and times – this will hopefully alleviate the problems we have with DNA's.

We have implemented on line booking – this will help with patients who have difficulty getting through on the telephone, as they



can now book on line.

We feel that these three areas impact greatly on our patients as we are fully aware of the difficulties our patients have when trying to get through on the telephone, and booking an appointment – we ensure all patients are aware of the new implementations by newsletter, advertising campaign in the waiting area, on our website and through prescription notes.

### Priority area 3

Description of priority area:

Telephone Access

See a Practitioner within 48 hours

Appointment Satisfaction

What actions were taken to address the priority?

Call waiting and further lines in to the practice to help with telephone access – Practice Manager in discussions with BT

Implemented Text Messaging all patients their appointment date and times – this will hopefully alleviate the problems we have with DNA's.

We have implemented on line booking – this will help with patients who have difficulty getting through on the telephone, as they can now book on line.

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

Text messaging is still very new to the practice but early indications show that this is having a positive effect on our DNA's.

The on line booking has only recently been put into place so we are yet to see any great improvement at this time.

Awaiting BT to contact me with information regarding call waiting and further lines – this will hopefully be available before the next PPG meeting in April.

#### **4. Progress on previous years**

**(Component 4 – 40% of payment)**

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Newsletter is still being published quarterly – ensuring all patients are kept up to date with practice improvements.

Website and Twitter are still ongoing – information uploaded

Patient Survey was completed in July 2014.

On line booking

Text Messaging

## 5. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 5<sup>th</sup> February 2015

Has the report been published on the practice website? YES

Please insert web-link to your report: [www.thepiningsurgery.co.uk](http://www.thepiningsurgery.co.uk)

How has the practice engaged with the PPG: YES

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? YES

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

Please return this completed report template to [england.enhancedservices-athsm@nhs.net](mailto:england.enhancedservices-athsm@nhs.net) no later than 31<sup>st</sup> March 2015. **No payments will be made to a practice under the terms of this DES if the report is not submitted by 31<sup>st</sup> March 2015.**