

Annex D: Standard Reporting Template

Cheshire, Warrington & Wirral Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Neston Medical Centre

Practice Code: N81125

Signed on behalf of practice (type name): Dot Stevenson

Date: 2 March 2015

Signed on behalf of PPG (type name): Pat Clare

Date: 4 March 2015

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

Does the Practice have a PPG? YES / NO																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face																																					
Number of members of PPG: 6																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>48</td> <td>52</td> </tr> <tr> <td>PRG</td> <td>50</td> <td>50</td> </tr> </tbody> </table>	%	Male	Female	Practice	48	52	PRG	50	50	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>15</td> <td>9</td> <td>9</td> <td>11</td> <td>14</td> <td>15</td> <td>15</td> <td>12</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>67</td> <td>33</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	15	9	9	11	14	15	15	12	PRG	0	0	0	0	0	0	67	33
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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	7203	21	0	84	5	7	14	5
PRG	6							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	11	2	2	11	21	4	3	3		
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:

- Putting information on our Practice website
- Having handouts in reception
- Posters in the Practice
- Word of mouth by GP's
- Word of mouth by the PPG

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:

2. Review of patient feedback

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

- National patient survey
- Friends & Family Test

How frequently were these reviewed with the PRG?
At each meeting

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Supporting elderly patients
What actions were taken to address the priority? <ul style="list-style-type: none">• Promotion of Silverline• Promotion of Neston Angels (supporting older people to live independently and keep well)• Community Transport
Result of actions and impact on patients and carers (including how publicised): <ul style="list-style-type: none">• Silverline is a free confidential helpline providing information, friendship and advice to older people, open 24 hours a day every day of the year. It was founded by Esther Rantzen to try to help to combat loneliness in older people. We decided to promote this charity because many people present to surgery not because they need healthcare but because they are socially isolated, we hope that our patients have benefitted from contact with Silverline. We have publicised this helpline in our Practice and on our Website. Our PPG also thought it was a good idea and have helped to promote it via their social contacts.• Neston Angels is local project supported by Cheshire West and Chester Council and West Cheshire Clinical Commissioning Group. It aims to support older people to continue to live independently and keep well. We have posters supporting this project in the Practice and on our website.• Community Transport provides transport for members of the community who are disabled, elderly and disadvantaged. They provide a 'door to door' service to transport people from their homes to various appointments at the doctors, dentist, hospital etc. and then take them back home. They also provide an evening service taking people to social events, meetings etc. We have leaflets promoting this service in reception and also on our website.

Priority area 2

Description of priority area: The Practice has changed its access to 'total telephone triage' for GP appointments and wanted to survey patients to assess the impact of the changes and gain patient feedback.

What actions were taken to address the priority? As we are now required to participate in the Friends and Family Test (FFT) we decided to add some questions to this survey, so that patients did not feel that they were bombarded with surveys. We formulated the questions with the help of our PPG. Members of the PPG also spend time in the Practice on a rota basis to encourage patients to complete the survey.

- Our new appointments system has now been functioning for over 18 months. Whilst we get a lot of positive feedback from patients who find it much easier to access our services; we would like to hear your views.
- How easy do you find it to arrange a telephone appointment?
- Is this normally the same day?
- If you need to come in to be seen by a doctor, is it generally for a time that suits you?
- Any ideas how we can improve the system further?
- Any other comments?

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

We have collated the responses and shared them with the PPG. We are about to publish another newsletter. This will be posted on our website and hard copies will be available in reception.

We have taken on board some comments and made changes to our system. For example we have a few comments that our telephone message explaining our system was too long (one patient complained that it was using up the credit on their mobile phone). We have since changed our message to say 'thank you for calling Neston Medical Centre, press 1 if you are aware of our telephone system and wish to be put straight through to reception.' If the patients continue to hold they hear the rest of the message.

Priority area 3

Description of priority area: Consultant-led outpatient clinics

What actions were taken to address the priority? We had the opportunity to hold outpatient clinics for gynaecology and paediatrics in our Practice. We identified room availability and now have a one clinic per specialty per week.

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

One of the main complaints from our patients is the chronic lack of car parking at Arrowe Park Hospital when they attend for outpatient clinics. To this end we have set up one clinic per specialty per week. The feedback has been very positive. The clinics are publicised in the Practice and on our website and in the outpatient departments at Arrowe Park Hospital.

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):

Action Plan 2014 to be Achieved by 31.3.15

- Produce a newsletter about our new appointments system – done Feb 14
- Advertise our new appointments system in the Neston Local Magazine; in the Practice and on our website – done Feb to April 14
- Conduct an internal patient survey to assess patient satisfaction/dissatisfaction with our new appointments system-started Dec 14 & ongoing

Action Plan 2013 to be Achieved by 31.3.14

- New appointments system-internal patient survey-see above
- On-line booking of appointments achieved by March 14
- Publish fail to attend rates-done monthly

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 4 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?

Has the practice received patient and carer feedback from a variety of sources?

Was the PPG involved in the agreement of priority areas and the resulting action plan?

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

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

The Practice holds quarterly meeting with the Group. We attempt to recruit patients to our PPG by putting the information on our Practice website; having handouts at reception; putting up posters in the Practice and by word of mouth by the GPs and PPG.

Members of the PPG attend regular meetings with the Clinical Commissioning Group. This enables all PPG Chairs and group members to network with other PPGs to discuss best practice and to identify any concerns with the Commissioners.

