

Annex D: Standard Reporting Template

Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Jiggins Lane Medical Centre

Practice Code: M85143

Signed on behalf of practice: Dr E Oppenheim

Date: 26/3/15

Signed on behalf of PPG: Mr A Biggs

Date: 26/3/15

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 (meet every 6wks), Email, Other (please specify) Telephone											
Number of members of PPG: 8											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	48.35%	51.65%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	37.50%	62.50%	Practice	20.6	12	14.3	13.5	13.3	10.1	9.5	6.7
			PRG	0	0	0	0	25.0%	50.0%	12.5%	12.5 %

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	80%	2%				2%		1.6%
PRG	75%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2%	0.8%		0.55%	2.5%	3%	4.3%	1.25%		
PRG							12.5%	12.5%		

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:

Patients of all backgrounds are actively encouraged to join the PPG by

1. Advertising on the Well TV - in house system
2. GPs and reception staff actively encourage patients to join the PPG.
3. The 2014/15 PPG Patient Survey included a question asking patients about their awareness of the PPG and inviting them to join. As a result 2 new members have joined and a third is showing an active interest in joining.
4. Messages added to the right hand side of the prescription throughout the year
5. Your Practice needs you campaign

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:

The annual PPG Patient survey
Complaints/suggestions

How frequently were these reviewed with the PRG?

The survey results were reviewed at our 13th January meeting and on going discussions at later meetings. See priority areas.
Complaints/suggestions are covered at an annual meeting however events that require PPG input are reviewed throughout the year

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 432 589 467">Description of priority area:</p> <p data-bbox="203 504 1888 576">Q1 of the 2014/15 PPG Patient survey asked about interest in re-instituting on-line booking of appointments and repeat prescriptions- 78.50% showed an interest.</p>
<p data-bbox="203 764 889 799">What actions were taken to address the priority?</p> <p data-bbox="203 837 573 873">Advertising of the service.</p> <p data-bbox="203 876 1671 911">As a result the on-line booking of appointments and repeat prescriptions was re-introduced in Feb 2015.</p>
<p data-bbox="203 1099 1314 1134">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1173 2047 1318">Improved access to booking appointments, requesting prescriptions & reviewing a summary of their medical record all available on line. Improved access to these services 24/7 365 a year allowing patients more flexibility. Carers are able to use the service from their preferred place rather than visiting or telephoning the practice The take up of this facility will be carefully monitored.</p>

Priority area 2

Description of priority area:

The survey asked whether it would be helpful to patients in introducing text messaging reminder service. It was hoped that this would reduce the number of DNA of appointments .

What actions were taken to address the priority?

67.70% showed an interest. The practicalities of introducing an automatic service are to be investigated to ensure that it would not put extra work onto reception staff or have an increased financial impact on the practice.

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

Review on going.

We feel the service would improve patient satisfaction and support carers who have to manage multiple appointments

Priority area 3

Description of priority area: To increase patient awareness of the PPG and recruit new members.

What actions were taken to address the priority?

In addition to the active encouragement by GP's and reception staff to patients to join the PPG. A special frog banner has been designed by the PPG and funded by the Practice to publicise the PPG, what it does and to encourage patients to become PPG members. This will be displayed in prominent position in the Practice foyer.

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

As a result of the survey 2 new members were recruited and have attended meetings and a third has shown an active interest. We hope as a result of the pop up (frog) banner we will encourage further patients to join the PPG

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):

Previous PPG patient surveys have continued to inform patients of services available to them. This has helped the Practice and PPG to understand the wider needs of patients and how they can be met.

Facilities have been put in place such as self-booking in for appointment to save patients having to wait at the reception to book in. On-line booking of appointments and repeat prescriptions. Other ways of improving the experience of patients are continuously looked at.

The group previously raised concerns regarding disabled access to the new University Hospital Birmingham. Several issues were identified the group met with Carol Rawlings Associate Director – the group therefore have contact with a senior member of UHB which is invaluable should any other concerns be identified.

4. PPG Sign Off

Report signed off by PPG: YES

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?

Advertising plus PPG member participation spending time in the practice talking to patients about the group scheme

Has the practice received patient and carer feedback from a variety of sources? – Annual PPG surveys

Was the PPG involved in the agreement of priority areas and the resulting action plan? The PPG is led by the chair Mr A Biggs, the group decide on the priority areas and develop their own questionnaires/surveys – the report is drafted by Mr Biggs

How has the service offered to patients and carers improved as a result of the implementation of the action plan? The introduction of online access has improved the service for carers

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

The Practice supports and engages with the PPG by the way of attendance of the Practice Manager and a GP at the PPG meetings. PPG consider this as essential for it provides an interaction between the PPG and the Practice and also gives the PPG an explanation and insight into the working of the NHS/Practice without which the PPG could not function effectively.

The Practice also pays for the PPG membership of NAPP-another important source of information for the PPG members.