

# Annex C: Standard Reporting Template

Schedule M

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

Practice Name: Dr PJ Halstead & Partners Greenview Surgery

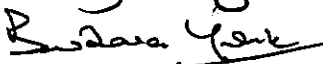
Practice Code: K83077

Signed on behalf of practice: Liz Perryman



Date: 31.03.15

Signed on behalf of PPG: Barbara York



Date: 31.03.15

**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, email and telephone contact. Quarterly PPG meetings with Practice Manager & GP Partner													
Number of members of PPG: 12													
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	48%	52%		Practice	19%	9%	12.5%	12.5%	16%	11%	9.75%	10.2
	PPG	50%	50%										5%

	PPG				30%	20%		50%	
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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	11							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG					1					

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 Chair and members have extensively promoted participation in the PPG.

Advertisements have been placed in the waiting room of the surgery. Radio Northampton, Northampton University and Northampton Volunteer Agency have been contacted to advertise and raise awareness. Patients that have expressed interest or in general conversation (making a complaint ) have been asked if they would like to join the group with some success.

We have been unsuccessful in gaining members in the younger age groups and parents of children despite our best efforts. Our Health Visitors and Doctors have suggested patients that may be interested and we have followed these leads up.

This work is ongoing and we are pursuing a virtual group to encourage a more diverse presence.

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 have 3 nursing homes that we look after and the manager of one is a member.

**2. Review of patient feedback**

**(Component 2 – 30% of payment)**

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

- Complaints
- Suggestions
- Health watch report and patient review
- NHS choices

How frequently were these reviewed with the PRG?  
Quarterly and ad hoc

**3. Action plan priority areas and implementation**

**(Component 3 – 30% of payment)**

<b>Priority area 1</b>
<p>Description of priority area:</p> <p>Telephone access</p>
<p>What actions were taken to address the priority?</p> <p>Increased number of telephonists at peak times in line with demand</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Ongoing review and adapted the surgery recorded message to inform patients of the methods of communication. PPG section in practice newsletter. Change to prescription service – limited telephone service, improved email and one point of contact Practice Medicines Coordinator. Notices on reception, doors and notice boards.</p>

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Priority area 2

Description of priority area:  
DNAs

What actions were taken to address the priority?

Letters to patients from the PPG for those patients that repeatedly DNA  
SMS messaging implemented

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

Numbers of DNAs published on notice board and in newsletter.  
Raised awareness throughout the patient population.

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**Priority area 3**

**Description of priority area:**

Dealing with patients face to face and on the telephone.

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

Intensive staff training with reception and administration. Assistant Practice Manager undertook a month's training with staff reviewing all protocols and procedures. Identified areas for additional training.

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

Increased awareness with staff of patient's feelings and views.

Revised protocols to reflect patient comments.

Action plan on website.

**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):

Telephone access improved, more telephonists answering calls at peak times to reflect call demand.

Revised recorded message to inform patients of who to contact

Appointed Practice medicines coordinator as patients were unhappy with our prescription service- scripts missing, receptionists lack of knowledge with medication queries necessitating a call back from GP/nurse now being dealt with by staff members with enhanced skill sets.

Reintroduced extended hours for easier patient access to appointments for minor illness, injury, phlebotomy, chronic disease management

Patient suggestion box

Improved car park for disabled access

Car park signage improved and lines painted marking bays and traffic flow.

Ongoing customer service training for all reception and admin staff including external courses by Medical Defence Union and Local Medical Council.

**5. PPG Sign Off**

Report signed off by PPG: YES

Date of sign off: 31.03.15

Has the report been published on the practice website? YES

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

How has the practice engaged with the PPG: email/phone and face to face contact with the Practice Manager and the quarterly meetings that include a GP. Fundraising initiative suggested by PPG and facilitated by practice staff.

How has the practice made efforts to engage with seldom heard groups in the practice population?  
Working with the PPG to advertise within the voluntary sector. Learning disability review of the practice by a service user. Patient with a learning disability and his advocate fed back their findings at a practice meeting to all staff. Hosting Community Law service on a weekly basis.

Has the practice received patient and carer feedback from a variety of sources?  
Yes including Health Watch review and Deaf Connect .

Was the PPG involved in the agreement of priority areas and the resulting action plan?  
Yes agreed at PPG meeting

How has the service offered to patients and carers improved as a result of the implementation of the action plan?  
More responsive to patients needs taking on board their comments.

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.**