Annex D: Standard Reporting Template

Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Arden Medical Centre

Practice Code: M89030

Signed on behalf of practice: Rebecca Young, Practice Manager Date: 19th March 2015

Signed on behalf of PPG: Richard Birkin, Chairman Date: 19th March 2015

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email, | |
| Number of members of PPG: 6 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 48% | 52% | | PRG | 50%` | 50% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 22 | 9 | 7 | 12 | 17 | 14 | 11 | 8 | | PRG | 0 | 0 | 0 | 17 | 33 | 33 | 0 | 17 | |
| Detail the ethnic background of your practice population and PRG:  **Arden has ethnicity recorded for 1141 patients – breakdown as follows**   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed | | Practice | 70% | 0.6% | 0 | 17.6% | 1% | 0.2% | 1% | 1% | | PRG | 83% | 0 | 0 | 17% | 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 | 2.8% | 1.8% | 0.09% | 1.6% | 0.7% | 0.7% | 0% | 0% | 0% | 1% | | PRG | 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 practice and the PPG have actively encouraged all patients to become members of the PPG. This has included a display in reception, notices in the practice and articles in the PPG newsletter. The PPG attended flu Saturday clinic to raise their profile.**  **We offer a face to face PPG as well as a virtual PPG. The aim of the virtual PPG was to attract feedback from patients who are unable to commit to regular face to face meetings and appeal to the younger population who like to offer feedback electronically.**  **We also sent out letters to patients in the “under represented” groups giving them information on 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? **NO**  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  NA | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **Patient survey**  **Suggestion box**  **E-mail feedback (dedicated e-mail address on website)**  **Friends & Family test**  **Verbal feedback**  **Letters** |
| How frequently were these reviewed with the PRG?  **At quarterly PPG meetings or sooner if more urgent feedback required**  **Some feedback displayed on our website**  **Patient survey information available on website & in PPG Newsletter** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  **Improving website including access to online services**  **Increase usage of website (accessing information and use of online services)** |
| What actions were taken to address the priority?  **Arden has worked with the PPG to create a new website. This went live in December 2014. The new site has a better design, is easier to navigate & offers more information to patients. This was done with input from the PPG**  **Online services**  **Arden and the PPG wanted to offer more services online. At the beginning of 2014 we offered the following online services:**   * **Repeat prescriptions** * **Limited online appointments booking** |
| Result of actions and impact on patients and carers (including how publicised):  **Details of the new website (& all its features) have been advertised / displayed / communicated via:**   * **A note on patient’s prescriptions** * **Newsletter article** * **TV screen in waiting room** * **Notices in the practice** * **Staff members updating / directing patients to the website**   **The website is also detailed on all of Arden’s correspondence**  **Online access**  **In the previous year we had limited availability for online appointment booking. This has been increased so that we now offer 6 online appointments daily (and 8 on a Saturday). These can be made with any GP up to one week in advance (earlier then if they booked by telephone as we have a 48 hour access policy). As well as appointment booking and cancellation and repeat prescriptions patients can now access their summary care record online, update their contact details and submit feedback for the Friends & Family Test.**  **In the patient survey we asked about the website & online access. More patients are now accessing the website and the online services. From April – June 2014, 64 appointments were made online, from July - September 103 appointments were made and from October – December 124 appointments were booked online.**  **In the survey 72% of patients said they were aware of the website; 56% agreed it was informative and 41% used the online services (an increase from 28% in the previous year)**  **Improving the website and online access means more choice and flexibility for patients. We are now able to track how many patients are accessing the website and which pages they are visiting. This helps us to understand what information patients are looking for.**  **We now manage the website content ourselves (previously done by someone else) which means we can change / amend / update the content whenever we like ensuring it is always kept up to date.** |

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| Priority area 2 |
| Description of priority area:  **Improving feedback options for patients** |
| What actions were taken to address the priority?  **The PPG wanted to encourage patients to give regular feedback and to make this as easy as possible they suggested different ways in which this could be done.**  **Feedback options introduced were:**   * **Suggestion box in waiting room** * **E-mail address on website dedicated to patient feedback** * **Friends & Family Test** |
| Result of actions and impact on patients and carers (including how publicised):   * **Patient note on prescriptions about how to provide feedback** * **Article in local Parish Magazine (Friends & Family Test)** * **A note on patient’s prescriptions** * **Newsletter article** * **TV screen in waiting room** * **Notices in the practice** * **Staff members informing patients how to give feedback**   **Information / feedback received was reviewed with staff and PPG. Examples included:**  **Blood Tests at Solihull Hospital**  **Some patients had fed back (via suggestion box) that the waiting times for blood tests at Solihull Hospital were not acceptable. This was discussed with PPG and passed to the CCG. In Feb 2015 improvements were made to the service**  **Ambulance Service in Solihull**  **Concerns were raised about the ambulance service in Knowle. One PPG member & the Practice Manager attended a Healthwatch meeting and have been in contact with Healthwatch (with regards to service redesign issues)**  **Giving patients various ways of offering feedback enables us to reach out to all patients. They do not have to visit the surgery to give feedback (as feedback can be given online) and updates from patient feedback are included in PPG newsletters.**  **Arden & the PPG still design and process an annual patient survey which gives valuable information about our services. The results are discussed with the PPG and the practice.** |

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| Priority area 3 |
| Description of priority area:  **Raising the profile of Carers and the support Arden medical centre can offer** |
| What actions were taken to address the priority?  **We made contact with the local Carers Centre (Solihull Carers). They attended a Practice Meeting so they could update the staff on the definition of a carer and what support was available to them. They explained how we could refer a patient to Solihull Carers and informed us that patients can self-refer.**  **We agreed to have a carer register and “read code” known carers. The carer list would enable us to target patients for flu vaccinations as they are an under-vaccinated cohort of patients.**  **Any new patient registering at the surgery was asked (via new patient questionnaire) if they were a carer / had a carer and asked if they needed support.**  **Solihull carers attended “Flu Saturday” clinic to raise awareness to patients. They spoke to patients & offered advice and support.** |
| Result of actions and impact on patients and carers (including how publicised):  **We used the PPG Newsletter to highlight carers and the support available to them.**  **Leaflets & notices were displayed in the surgery.**  **We participated in Carers Week in June 2014 by highlighting who carers are and what support was available to them.**  **We now have 57 patients on our carers list**  **Feedback from Solihull Carers Centre (following their attendance at the practice) has been positive. Patients have been using the Carers Centre and found the support very valuable.** |

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):

**Improving patient communication**

**An article was placed in the PPG newsletter regarding**

* **what services are available on line to registered patients**
* **telephone consultations**
* **availability of patient information leaflets**

**Reception continue to offer telephone consultations if a patient cannot attend the surgery at a mutually convenient time.**

**The PPG created a folder for all our patient information leaflets. This was produced so that patients could view the full range of leaflets we have to offer and all are available in the waiting room or from Reception.**

**Car parking**

**Parking was an issue raised by our patients. As a result major works were carried out in 2014. This included resurfacing of all car parks and access roads to the surgery as well as re-allocation of spaces and new lining.**

**Out of Hours**

**Arden has been actively promoting out of hours services by adding “choose well” literature to all posted correspondence and by displaying posters in the surgery.**

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 19th March 2015 Richard Birkin, PPG Chair |
| How has the practice engaged with the PPG? **Yes**  **Arden has regular contact with its ‘face to face’ & ‘virtual’ PPG**  How has the practice made efforts to engage with seldom heard groups in the practice population? **YES**  **The practice and the PPG have actively encouraged all patients to become members of the PPG. This has included a display in reception, notices in the practice and articles in the PPG newsletter. The PPG attended flu Saturday clinic to raise their profile.**  **We offer a face to face PPG as well as a virtual PPG. The aim of the virtual PPG was to attract feedback from patients who are unable to commit to regular face to face meetings and appeal to the younger population who like to offer feedback electronically.**  **We also sent out letters to patients in the “under represented” groups giving them information on the PPG**  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**  **Discussed at quarterly meetings and regular e-mails are sent to virtual PPG**  How has the service offered to patients and carers improved as a result of the implementation of the action plan? **Yes**  **We aim to provide a patient-centred service. Listening and acting on feedback from patients is crucial and having various feedback methods in 2014 has enabled us to reach more patients than before.**  **Overall patient feedback is positive which is a great boost for the staff but it also ensures that we strive to continue with providing excellent patient service.**  Do you have any other comments about the PPG or practice in relation to this area of work?  **Arden’s PPG attend regular PPG Network meetings (where all local PPGs come together) and are members of NAPP (National Association of Patient Participation)**  **They have been involved with new equipment purchases, including several home blood pressure monitors (which we loan to patients so they can self-monitor at home), spirometer and ECG machine.**    **Arden Medical Centre is very grateful for the support they receive from the PPG** |
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