

## Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team  
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Woodbridge Road

Practice Code: D83046

Signed on behalf of practice:

Date: 31.03.15

Signed on behalf of PPG/PRG:

Date:

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

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	e-mail
Number of members of PPG:	135

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	5779	6005	Practice	91	24	17	18	17	11	97	93
PPG	52	83	PPG	8	36	75	12	37	95	6	5
				0	2	9	24	29	36	31	5

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	5701	52	8	728	71	71	30	84
PPG	112	0	0	4	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	416	35	214	61	296	83	35	54	1	1228
PPG	1	0	3	0	0	0	0	1	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:

We permanently advertise our PPG in the waiting rooms and on our website and send a text message to all patients every 3 months inviting them to join. The underrepresented groups continue to be those of ethnic minority background, especially from the Bangladeshi and Indian community. We have made efforts to encourage these patients to join and ask them regularly when they attend the surgery

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 (Lesbian Gay Bisexual Transgender) community? YES/NO

No

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

n/a

## 2. Review of patient feedback

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

NHS Choices website  
National Patient Survey Results

How frequently were these reviewed with the PPG?

We have had several discussions throughout the year regarding progress on last year's action plan, the way we are running the group and our forthcoming merger with a neighbouring practice. Patient feedback was reviewed at the end of the year.

### 3. Action plan priority areas and implementation

#### Priority area 1

##### **Increasing the number of appointments.**

Members identified from the feedback and their own experience that they had to wait a long time for a routine appointment.

What actions were taken to address the priority?

Over the last 12 months we have had great difficulty in controlling the wait for routine appointments with both the medical and nursing team because of staff leaving, retiring and going long term sick leave.

At present we are finding recruiting doctors and nurses to replace those who have left or retired quite difficult as there is a local and national shortage. We are frequently advertising for these positions and we are hoping that as the Two Rivers Medical Centre with a brand new purpose built building we will be able to recruit more easily. In the meantime we are constantly monitoring our appointment system and employing locums where possible. We also run a daily urgent clinic so those patients with urgent medical problems can be seen on the same day in a timely manner.

We have tried to educate our patients to manage some minor illnesses and injuries at home by use of leaflets and our website. We have also encouraged patients to consult their pharmacists where possible for minor illnesses.

We have tried to reduce our DNA rate by sending text messages and giving out appointment slips at reception.

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

Over the last year we have managed to employ 2 new nurses who we are training to be practice nurses. We have also employed a new salaried doctor. This has enabled us to maintain a high level of service which has been reflected in our friends and family test results

## Priority area 2

Description of priority area:

### **Improving reception**

What actions were taken to address the priority?

Patients and PPG members have reported huge improvements in our Reception which have come about primarily through implementation of last year's action plan (mainly improving training) However, some patients and PPG members have voiced ongoing concerns so we will endeavour to continue making improvements. PPG members raised the issue of improving the ambience in reception which we are looking into – eg music, better reading material etc. They also suggested that we upgrade the seating which we will definitely do next year in the new building

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

Improved efficiency of reception and positive comments on the friends and family test slips and comment cards. Improvements are continuing.

## Priority area 3

Description of priority area:

### **Communication with patients**

What actions were taken to address the priority?

We are in the process of producing another newsletter to be sent electronically and also paper copies in the waiting rooms.

We are constantly updating our website and advertising new services in our waiting room. Notices have been put up to notify patients of new staff members and those who have left/retired.

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

As above. Patients have been kept informed of staff changes and changes to services. This is especially important in the lead up to our merger.

### **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):

#### Progress on last year's action plan

Reception issues:

The receptionists have attended courses including customer service, prescribing, chaperone and team leader skills. There have been fewer complaints about reception compared to last year and the feedback on the national patient survey has been positive. Reception has also received several compliment cards from patients. We think there have been major improvements in this area.

Communication with patients:

We produced and circulated a summer newsletter and are in the process of producing a winter one.

We are now sending text message reminders to parents for their children's appointments

We have improved our website

Prescriptions:

We have increased our staffing levels and there is now a GP lead in this area. There have been no complaints about our repeat prescription system. We are always encouraging patients to use our online and automated telephone systems

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

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?

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?