

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: Staithe Surgery

Practice Code: D82009

Signed on behalf of practice:



Date: 9th March 2015

Signed on behalf of PPG/PRG:



Date: 9th March 2015

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)	Face to Face – the patient group meets with the Practice Manager and the Assistant Practice Manager on a quarterly basis.
Number of members of PPG:	7

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:

Our current members come from diverse geography and employment history within the practice area. Their ages represent 60% of our practice population. They encompass a variety of long term conditions including diabetes, asthma, heart failure and hypertension which leads to a higher than average usage of the practice services enabling members to give invaluable feedback on how we are doing.

In addition to the excellent members of the group we currently have we have endeavoured to expand the membership through the following actions:

- Advertising on the website
- Approached specific patients
- Liaised with the health visitor
- Put adverts up in the practice
- Asked the patient group members to assist with either direct recruitment or suggestions for recruitment.

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

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:

- CQC Intelligent Monitoring Report – 19th Jan 2015
- National patient survey – 30th June 2014
- Primary Care Web Tool – 30th June 2014
- Patient feedback – 30th June 2014 and 19th Jan 2015
- Friends and Family Test – 9th March 2015

How frequently were these reviewed with the PPG?

CQC Intelligent Monitoring Report – 19th Jan 2015

National patient survey – 30th June 2014

Primary Care Web Tool – 30th June 2014

Patient feedback – 30th June 2014 and 19th Jan 2015

Friends and Family Test – 9th March 2015

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Clinicians and reception staff had received feedback from patients that they were having difficulty standing up from the lower seats in the waiting area. In some cases clinicians would assist patients to stand up which is not necessarily a satisfactory outcome for the patient.</p>
<p>What actions were taken to address the priority?</p> <p>We assessed the seating and considered possible solutions to resolve the issue. New seating throughout would have been cost prohibitive but it was agreed that if we fitted some handles around the seating areas this would provide patients with the ability to get themselves up without assistance, maintaining their independence, dignity and safety. So this was implemented in September 2014 when a number of handles were put up in the waiting area adjacent to seating.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>We have received very positive comments from patients about the changes and it has been visible to clinicians that patients are having a better experience as they are able to pull themselves up from the seating much more easily without requiring assistance.</p>

Priority area 2

Description of priority area:

Although the practice results were good in many areas on the intelligent monitoring data one area that did have lower results was that of patients being able to see their preferred GP.

What actions were taken to address the priority?

There is a huge issue with workforce in Norfolk and we have worked hard to recruit a new GP, whilst the vacancy remained unappointed to we have tried to improve access to a doctor with locum sessions. We have campaigned relentlessly to recruit a GP, including canvassing any likely registrars. We have finally managed to recruit a new GP who is due to start in May. This should increase the number of regular GPs we have available and hopefully improve access for patients to their preferred GP.

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

We have created more slots for patients which has improved waiting times but it won't be until the new GP starts that patients will fully benefit from this action. They will then have another permanent GP at the practice that they will be able to book in with regularly.

Priority area 3

Description of priority area:

Increasing Flu uptake.

As we are below the National target for uptake we would like to improve this. For our over 65s we have achieved 67.8% for 2014/15 whereas the National Target is 75%. For our at risk patients we have achieved 49.58% whereas the CCG average was 53.22%.

What actions were taken to address the priority?

We looked at our current process which involves a publicity campaign and for those at risk a follow up contact either by phone or by letter.

It was agreed that we would utilise the texting service to notify patients of the flu clinics and remind them to attend. Additionally we will carry out a more detailed audit of our uptake at the end of the year and further liaise with the higher achieving practices in our area to see what further actions we can take.

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

We will not be carrying out our more detailed review until April 2015. The texting of flu dates and reminders, along with any other actions from the further review, will be publicised in the practice newsletters and on the website, informing patients of the process we will follow. Texting information will help relay the date of the flu clinics throughout the community as patients notified will share the dates with friends and family.

This should increase uptake and reduce the amount of flu cases, reduce demand for GP appointments during flu season and prevent hospital admissions for flu related symptoms.

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):

Actions and updates from the 2013/14 Patient Participation Report

Extracts from the report:

- 5.1.1 From the results of the questionnaire it appears that many patients are unaware of the late night opening times on a Wednesday evening. The action agreed by the PPG was that the late night clinic times are highlighted to patients by:

Displaying posters

Placing information in the next parish council newsletter.

Advertising the late night on the practice website

Putting information in the next practice newsletter.

Update – this will be in the spring newsletter and other actions in place by end of June 2014 dependent on distribution dates of local newsletters.

- 5.1.2 The PPG noted that preference for online booking of appointments via System Online has increased and the action agreed was to open up more online appointments. This will enable more patients to book an appointment when most convenient for them and they will not be restricted to call the surgery during opening times.

Update – more online appointments have now been opened up.

It was also agreed to try and increase awareness of System Online.

Update – a statement has been included in our spring newsletter and information will have been put onto our website by the end of March 2014.

5.1.3 Patients appear to be less satisfied in their responses to questions 31, 32 and 33 regarding understanding/coping with your health problems and keeping yourself healthy. As one of the practice clinicians has recently been on a health coaching course, which provides further techniques in helping patients manage their health problems, the PPG agreed a good action would be for the clinician to provide feedback on the techniques at a meeting with all the other clinicians.

Update – this meeting took place on Friday 7th March 2014.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 9th 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?

The practice has advertised widely for membership of the patient group but unfortunately hasn't been able to expand the representation we currently have.

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

The practice welcomes feedback and utilises any resources available this includes

- The Friends and Family Test.
- Individual contacts from patients.
- National surveys.

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

Yes, these were discussed throughout the year.

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

The following improvements have been made:

- The seating area has been improved.
- Access to appointments has been improved with further improvements anticipated with the appointment of a new GP.
- Flu uptake is being reviewed and potentially improved thorough text reminders.

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