

# Annex D: Standard Reporting Template

## Devon Cornwall and Isles of Scilly Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: St Leonard's Practice

Practice Code: L83042

Signed on behalf of practice:

*[Handwritten Signature]* GP Partner

Date: 17/3/2015

Signed on behalf of PPG:

*[Handwritten Signature]* PPG chairman

Date: 16/3/2015

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

Does the Practice have a PPG? YES <input checked="" type="checkbox"/>																																					
Method of engagement with PPG: Face to face, Email, Other (please specify): Two monthly meetings and officers' meeting with partners																																					
Number of members of PPG: 10																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>47%</td> <td>53%</td> </tr> <tr> <td>PPG</td> <td>30%</td> <td>70%</td> </tr> </tbody> </table>	%	Male	Female	Practice	47%	53%	PPG	30%	70%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><u>&lt;16</u></th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>17%</td> <td>9%</td> <td>17%</td> <td>16%</td> <td>14%</td> <td>11%</td> <td>9%</td> <td>7%</td> </tr> <tr> <td>PPG</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>20%</td> <td>40%</td> <td>40%</td> </tr> </tbody> </table>	%	<u>&lt;16</u>	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	17%	9%	17%	16%	14%	11%	9%	7%	PPG						20%	40%	40%
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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	77.3%	1.2%	0%	11.8%	0.2%	0.3%	1.0%	0.9
PPG	100%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1.7%	0%	0.2%	1.4%	1.5%	0.7%	0.2%	0.05%	0%	1.4%
PPG										

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 has had a PPG (Patient Participation Group) since June 2006. In 2011 in order to try to address the requirement for the PPG to better represent the practice population we started a virtual group referred to as the PRG (Patient Representative Group) which is communicated with via email. The demography of this group is currently:-

**Total members = 226 Visits to surgery Regular = 60 (26%) Occasional = 122 (53%) Rare = 44 (19%)**

Age group	Total	%	Ethnicity		
Over 90	0	0%	Asian or Asian British - Indian	1	0%
80 - 90	17	7%	Chinese	2	0%
70 - 80	33	14%	Mixed - White & Asian	1	0%
60 - 70	64	28%	Mixed - White & Black Caribbean	2	0%
50 - 60	27	11%	Other ethnic Group	10	4%
40 - 50	32	14%	White - British	206	91%
30 - 40	32	14%	White - Irish	4	1%
18 - 30	13	5%			
Under 18	3	1%			

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:

However, for information, this practice is a Research Practice and there is a member of the PPG who is specifically tasked with research liaison and dissemination of research finding.

## 2. Review of patient feedback

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

The practice welcomes and encourages patient feedback.  
There is a suggestion box in the waiting room and on the website.  
The practice started the Friends and Family Test in July 2014 in an effort to further stimulate feedback.  
The NHS Choices website is also available to patients for feedback.

**How frequently were these reviewed with the PPG?**

The PPG holds two-monthly meetings at the practice when the updates are provided.  
The practice PRG (the virtual group) is emailed as required by the PPG. In 2014/15 there have been four email communications with the PRG

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

Telephone access. Patients' feedback had consistently illustrated that being required to ring back when the telephones were at capacity was perceived as an issue.

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

The practice reviewed the whole system using regular audit of calls and it was decided to invest in an update to the telephone system to include a queuing system.

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

When patients ring the practice they are no longer asked by the automated service to ring back if all the telephones are busy but are placed into a queuing system. Callers are advised that they are in a queue and at what number in that queue providing the caller with the opportunity to choose whether to wait for an administrator to become free or to ring back later.

To date feedback from patients has been positive

## Priority area 2

### Description of priority area:

Appointment reminders via text had been previously identified by patients as a useful tool to prevent expensive DNAs.

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

A system of texting appointment reminders had been trialled in 2011 and been well received by the patients. However, this had not been implemented beyond the trial period in 2011 due to IT problems. However, as a result of the practice changing the clinical system during the 2014 it has introduced sending text appointment reminders.

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

When patients book an appointment they are advised they will get a texted appointment reminder. Those patients who have not recorded a mobile number can update their records accordingly at this time, or, should they choose not to have a reminder sent in this method they can decline and their record managed accordingly.

To date patient feedback has been positive.

### Priority area 3

#### Description of priority area:

Reduction of multiple recall letters to patients with more than one chronic disease area. This has been identified via informal feedback via the clinicians from patients.

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

The practice has worked hard for some time to address the streamlining of managing patients with more than one chronic disease to reduce their regular checks to a single appointment where possible. The introduction of the new clinical system has provided a further significant improvement to the system of recalls.

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

It is particularly beneficial in saving those patients time and enabling the maintenance of high clinical care standards for patients with significant health problems. Patients were advised of this in the letters sent to recall them for their check.

## 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):

**Waiting Room Space** – the practice continues to review the reception and waiting room area. The PPG maintains the drinking water machine which has been updated with a new machine in 2015.

**Telephone closure at lunch time** – after review the practice has continued to close the telephone lines at lunch time but remains alert and sensitive to whether there is significant demand.

**Texting appointment reminders** – this has been implemented.

**Feedback to CCG** – the practice fed back to the CCG the survey findings of 2013/14 for more physiotherapy and advice and counselling services. The practice provides rooms for all these services and would be happy to increase availability should it be offered by the CCG (otherwise it would have to be privately provided).

#### 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?**

There is an open invitation via our website, in our practice leaflet provided to every new patient and easily available in the waiting room, to join the PPG or the PRG. The PRG has proved the most successful method of engagement with the seldom heard groups in the practice population.

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

The practice receives formal and informal feedback from the following:-

There is a suggestion box in the waiting room and on the website.

The practice started the Friends and Family Test in July 2014 in an effort to further stimulate feedback.

The NHS Choices website is also available to patients for feedback.

Carers feedback is welcome and a number of SEAs have been triggered by carers comments.

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

The PPG has been updated at their meetings by the practice and have provided support to agree and approve the action plan. A number of issues raised within this implementation plan have been highlighted by the PPG in previous years and we are delighted to have been able to respond within this year.

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

Patient feedback has confirmed that the changes made as a result of the action plan in all the three areas provides improved service. This feedback has included references such as:-

- The telephone queuing system advises the patient of where they are in the queue enabling them to choose whether to hold on or call back at a different time.
- Appointment reminders are generally well liked; in a particular case a patient reported it had proved particularly useful as they had no longer required an appointment but had forgotten to cancel it. The reminder enabled them to cancel.

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

The practice is delighted to have a successful and effectively functioning PPG. The PPG are conscious themselves of the need for wider representation and work hard to encourage new members. We would like to point out that the demographic of the PPG is representative of the highest proportion of consulting patients. In 2015/16 the practice will specifically address its younger population.