

Annex D: Standard Reporting Template

[Name] Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Bosworth Medical Centre

Practice Code: M89008

Signed on behalf of practice: *Dr R Clowes* Date: 31.3.15

Signed on behalf of PPG: *Lisa Roath* Date: 31.3.15

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

Does the Practice have a PPG? YES
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face
Number of members of PPG: 7

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49	40
PRG	50	60

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	11	14	12	14	9	9	5
PRG	0	0	0	0	16	16	33	33

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	39	0.6			0.8	0.16	0.1	
PRG	80	10	0					

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.1	0.35	0	0	0	0.6	1.18	0	0	42
PRG	0	0	0	0	0	0	10	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 advertised with posters, leaflets, electronic notice board, website and Newsletter. Despite constantly inviting and advertising, we are only able to recruit a relatively small number and we are aware that this may not represent all of our practice demographic and therefore our PIP recruitment campaign continues and is an ongoing process with the group open to all.

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/NO
We advertised with posters, leaflets, electronic notice board, website and Newsletter. Despite constantly inviting and advertising, we are only able to recruit a relatively small number and we are aware that this may not represent all of our practice demographic and therefore our PIP recruitment campaign continues and is an ongoing process with the group open to all.

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:
Patient suggestion box,
Complaints,
Friends & Family

How frequently were these reviewed with the PRG? At PPG meetings

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Aim: to reduce demand on telephone lines and reduce waiting times to get through to reception.

What actions were taken to address the priority?

Increase awareness and uptake of online booking by:

Advertising in PPGs newsletter,

Recorded Telephone voice message promoting on line booking

Receptionists and other practice staff promoted this as an option

Practice monitored numbers of patients registering for online booking and fed back to PIPs group at each meeting. Pts registered at start %7 and now %9.6

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

Patients happy with new system, positive comments to practice staff, face to face and via on line feedback

Priority area 2

Description of priority area:

Increased immunization uptake

Aim: To increase uptake for flu and childhood immunizations

What actions were taken to address the priority?

Child Immunisation: PIPs member suggested at that the council meeting that the educational plays that they run in primary schools should include the importance of immunization – this was accepted and agreed and written information was passed on to council group to use when next visiting schools (summer 2014).

PIPS member also requested that it was passed on to the local schools to be added to their school newsletter

PIPS group member asked local church if they could put posters up – this was agreed.

Flu vaccination: this was promoted through the PIPS Newsletter and word of mouth by the PIPS group members

Result of actions and impact on patients and carers (including how publicised): publication of minutes of meetings in waiting room
Child Immunization: No huge increase in uptake as yet but hopefully this will gradually increase if schools agree to make this a regular topic.

Flu Vaccination: Promotion – online, Newsletter, posters & word of mouth by ppg members
As before no huge increase in uptake but hopefully with ongoing promotion this will change in the future

Priority area 3

Description of priority area:

Minor Ailment Scheme promotion – to help reduce the demand for GP appointments for minor ailments

What actions were taken to address the priority?

Promotion on website, waiting room ,library, local chemists, Newsletter, practice staff and members of the PIPS Group

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

Local CCG audit results show a drop in the use of this service. this has been mainly to do with a lack of confidence with our local chemist (which is on site, so majority of our patients will use)

Feedback from patients when asked has been waiting times, and being turned away.

This has been fed back to our local CCG as we really do think this service is beneficial for our patients and the practice and feel that we are being let down by the chemist .

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):

- Increased Gp appointment availability
- Changed appointment system to Telephone appointment system –which increased capacity
- Implemented internet booking system
- Enable SMS appointment reminder service
- Increased Nursing Hours
- Enabled email facility for patients to ask questions to Reception
- Enabled on line ordering of Repeat Medication

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 4.2.15

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? Yes

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

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

Do you have any other comments about the PPG or practice in relation to this area of work? No