

Annex D: Standard Reporting Template

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

Practice Name: **ALUM ROCK MEDICAL CENTRE**

Practice Code: **M85149**

Signed on behalf of practice: **YES** Date: **18/01/15**

Signed on behalf of PPG: **YES** Date: **19/01/15**

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												
Number of members of PPG: 25												
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:								
%	Male	Female										
Practice	54	46		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	48	52		Practice	31	12	20	13	10	6	2	3
				PRG	4	12	24	24	16	16	0	4

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	0.06				0.07	0.2	0.04	
PRG	12							

	Asian/Asian British					Black/African/Caribbean/Black British			Other		Not Stated
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other	Not Stated
Practice	0.6	88.9	1.3			0.3	0.1			0.2	8.4
PRG	4	64	4			4	8			4	

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 took a very proactive approach in recruiting members for the PPG. Posters were displayed at reception and a link placed on the surgery website explaining about the PPG group and included forms to apply to join the Patient Participation group. These initial methods provided slow uptake, which necessitated active recruitment by reception and clinical staff, directly asking patients if they would be interested. This method yielded a fairly broad and representative sample of patient population from which to set up the PPG group. The drive to further expand and encourage further enrolment through all identified methods will remain ongoing. Anyone who registers interest to the PPG will be invited to meetings without discrimination.

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

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

The demographic breakdown of the practice population reveals a greater number of registered younger patients (<16 years). As these include babies, infants, and young school attending patients who would not be able to participate, we encourage parents to represent them. As such we have a higher than practice average representation of 26 years plus that include parents of under 16yr olds. Our meetings are conducted in English as well as Urdu for the benefit of the non-English speakers in our PPG. As the practice population has a significant number of patients who are unable to read or use computers the group decided against a virtual group. We also have a few patients with learning difficulties in our PPG membership who prefer the face to face format.

2. Review of patient feedback

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

In House Practice Complaints & Feedback Register
NHS Choices website anonymous comments
National GP Patient Survey report
Feedback from PPG Members

How frequently were these reviewed with the PRG?
6 monthly

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><u>Single sex toilet facilities</u></p> <p>Previously we had mixed toilet facilities. However, feedback from the PPG suggested that due to patient preference and also cultural reasons, some patients would prefer the practice to provide separate unisex toilet facilities</p>
<p>What actions were taken to address the priority?</p> <p>Previous mixed toilet facilities converted to 'mens' only and the previous wheelchair access toilet facilities converted to 'ladies' as well as for patients with wheelchairs of both sexes.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Many patients who previously did not feel comfortable using the toilet facilities now do.</p> <p>Toilet facilities have clear signposts to indicate male/female/wheelchair access.</p>

Both toilet facilities have baby changing facilities

All this information is available on the PPG report on the surgery website as well as waiting room notice board

Priority area 2

Description of priority area:

Improve Telephone Access

Patient feedback from the PPG indicated that sometimes patients would have to wait longer than they would like for their telephone call to be answered, especially during busy periods.

What actions were taken to address the priority?

We added an additional telephone line in the reception so that there are now three telephone lines instead of two staffed by receptionists.

We also encourage patients to use online booking services to ease the pressure on the phone lines

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

Patients are able to access surgery by telephone faster. The improved telephone access has been mentioned in the PPG minutes and report which is published on our website. Online booking facility is advertised on our noticeboards

All this information is available on the PPG report on the surgery website as well as waiting room notice board



Priority area 3

Description of priority area:

Car Parking Facilities

PPG members felt finding car park spaces near the surgery could prove difficult at times.

What actions were taken to address the priority?

We have provided information on surgery website on how to access the rear staff car park. Due to the limited number of spaces, we ask that this only be used in emergency situations.

We are also currently liaising with local council to investigate into whether they could provide disabled only parking space on the road immediately outside the surgery.

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

Ongoing discussions with the council with regards to providing disabled parking spaces immediately outside the practice. Access to rear staff car park is displayed on practice website.

All this information is available on the PPG report on the surgery website as well as waiting room notice board

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 patient awareness of practice website and updated information leaflet through putting up poster displays in the waiting areas.**
- **Increased patient awareness of the ability to book appointments or request repeat prescriptions online by putting up poster displays in the waiting areas and delivering information through the post.**
- **Increased patient awareness of how to access their medical records – by having the procedure posted on our website, as well as made available at reception and educated both reception and clinical staff on the policy and process for managing ‘access to records’ requests.**
- **Provided feedback on patient survey results to doctors who have adapted their approach with regards to regarding explaining referral processes and options relating to treatments and treatment locations**
- **Published survey results on our practice website and a paper copy on display board in reception area.**

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **19/01/2015**

How has the practice engaged with the PPG:

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

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?

The practice staff encourages anyone who is interested in the PPG to join. During meetings we review feedback from many sources including the opinions of PPG members, anonymous comments on NHS Choices website, and recently the National GP Patient Survey. The GP and Practice Manager are very accommodating during the meetings and encourage PPG members to take an active role in shaping priority areas and subsequent action plans. This year we have made significant advances, including the implementation of separate toilet facilities for men and women, improved telephone access to reception, improved physical access to the surgery through easier car parking, as well as an innovative plan to implement a carers forum which will provide support for carers and an opportunity for them to socialise with other carers. All in all, we are extremely satisfied with the significant progress made and commend the staff on their positive attitude and genuine enthusiasm to improve patient satisfaction.

Signed,

Tariq Iqbal (PPG Chair)

Tazim Imran (PPG Vice Chair)

