

## 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: St Mary's Surgery, Ely

Practice Code: D81034

Signed on behalf of practice: Dr S Mee

Date: 25.3.15

Signed on behalf of PPG/PRG: Rob Booth (Chair) & Heather Maunder (Secretary)

Date: 26.3.15

### 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)	Regular (min quarterly) meetings, plus email correspondence with the Chair and Secretary
Number of members of PPG:	130 on mailing list, although regular attendees are a smaller group

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	7597	8034	Practice	17	8	11	13	14	13	13	11
PPG	36	64	PPG					1	79	20	

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	11,122	32	9	355	10	22	23	120
PPG								

	Asian/ Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	54	11	37	54	71	56	7	34		950
PPG										

- NB Record of ethnicity for full practice population not held. Unable to complete ethnicity details for PPG members

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 PPG survey (undertaken for several years now) has asked for expressions of interest for new members to the group.*
- *The survey was distributed at a wide range of clinics, including family planning and late evening surgeries, to try to capture as representative a response as possible, and to further bring the existence of the PPG to as wide a range of patients as possible*
- *The group is also highlighted on the surgery website together with details of the point of contact for new members wishing to join.*
- *The internet is now seen as a key part of access and communication for younger members of the population, although see below regarding retaining paper communication to ensure that our communication methods take account of all of our patient groups*
- *A poster is displayed in the surgery all year round giving details of the group*
- *Members of the PPG assisted at the flu vaccination clinic this year, which further promoted the existence of the group to patients of all ages*
- *Although there was no ongoing requirement to undertake a survey this year, the PPG (in conjunction with the surgery) decided it would be beneficial to continue with this.*

*Members of the PPG helped to distribute questionnaires in the surgery waiting room, again promoting the existence of the group to patients of all ages, ethnic backgrounds etc*

- *The PPG itself is also very aware of their responsibility to try to consider the needs of the whole practice population*

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

*Yes, we have a relatively high older patient population, which we consider is reflected in the membership of the group*

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

- *We are aware that not all of the older population have access to the internet. With this in mind we have taken care to ensure that access to PPG details and to the survey is not reliant on this medium, with paper newsletters also available in the waiting room*
- *We have focused on paper versions of the questionnaires being available, rather than electronic copies*
- *Copies of the meeting minutes are sent in paper format to those who do not have an email address*

*We consider that the group has been successful in attracting older members of the patient population as group members.*

## 2. Review of patient feedback

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

- *Friends and Family Test*
- *NHS Choices patient feedback*
- *Annual survey continues for comparison / ongoing improvement purposes*
- *Noted that patients also felt able to contact the PPG members with feedback, although we do encourage, where possible, that this comes directly to the practice*

How frequently were these reviewed with the PPG?

- *PPG meetings are held on a quarterly basis and feedback is a regular feature at these meetings*
- *The 'Putting Patients First' campaign was also discussed with the PPG*

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area:

*Timing of Flu Vaccination Clinics. The PPG members fed back that flu vaccination clinics held in a previous year on a weekday evening did not run smoothly, and the volume of appointments had a serious impact on car parking and therefore access to the Surgery.*

What actions were taken to address the priority?

*Following discussion and review, a decision was taken to ensure that flu vaccination clinics for the Autumn 2014 season would all be held on a Saturday morning*

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

*Very positive feedback concerning the implementation of the flu vaccination clinics for last season. The timing reverted to a Saturday morning, and the scope of the clinics was also extended to offer additional services for those patients also in need of e.g. blood pressure, pneumovax, shingles etc. As a consequence, some future visits to the surgery were no longer needed, with a positive impact in particular on the older patients and their carers. Members of the PPG assisted with the smooth running of these clinics (see further details below)*

#### Priority area 2

Description of priority area:

*The previous year's survey had identified an interest in a talk on the topic of medication.*

What actions were taken to address the priority?

*An open meeting was organised, with Pippa Scrimshaw and Melanie Drohan attending.*

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

- *Individual emails to group members were sent by the Secretary*
- *Posters were produced to promote the talk*
- *All staff were made aware of the talk, in particular members of the Dispensary team*
- *Talk went ahead and planned and was an informative evening for those who were able to attend*

### Priority area 3

Description of priority area:

*Members of the PPG had enjoyed becoming more involved in and publicising the group to other patients – how could this be further extended?*

What actions were taken to address the priority?

*This year members of the PPG were involved in flu clinics for the first year and worked alongside staff as volunteers in welcoming the patients and directing them to the appropriate clinician, ensuring that they were also ready for their vaccination. Whilst doing this they were also able to publicise the surgery newsletter and the existence of the PPG itself.*

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

- *Positive feedback from PPG members that they found this valuable*
- *Positive feedback from other patients*

### **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):

*This has been a challenging year as a consequence of political and recruitment pressures on General Practice. Points from the action plan for last year were:*

- *Access to appointments*  
*We have appointed two experienced half time GPs since the date of the last report and they are both very effective members of the GP team*  
*We are introducing further locum appointments to assist with the increasing demand to see a GP*  
*We are promoting self-help awareness to offer patients alternatives to GP appointments where appropriate*  
*We are continuing to use our triage system, which is working effectively in signposting patients following assessment by a GP or Nurse. We have extended the use of this system to include further nurse time*
- *Contact with the Surgery by Telephone*  
*We are actively monitoring the appointments telephone line to improve response times where possible. We are also maintaining the additional team member available to help with responding to these calls during busy times.*  
*The number of patients registered for online access to the system continues to increase, which we anticipate will further reduce the volume of calls to the surgery to book appointments*
- *Surgery car park*  
*The problem with flooding to a part of the surgery car park has now been resolved and this problem did not recur during the winter of 2014/15.*

*We have monitored the impact of the triage system on the car park and there has been a reduction in the volume of patients attending for an appointment as a consequence. We are limited in terms of our ability to increase the number of spaces available, however we will continue to monitor this.*

- *PPG Meetings*

*We have found the regular meetings with our group a very useful forum for 2-way communication with our patients:*

*Updating the group with Surgery news, seeking their opinions on possible new initiatives, listening to any concerns and ideas as well as regular update from the Chair who attends the Isle of Ely Patient Forum*

*We enjoy working together and welcoming new members to the group*

*We continue to work with the PPG to build their role and prominence in working with the practice on a practical level*

#### **4. PPG Sign Off**

Report signed off by PPG: YES

Date of sign off: 26.3.15

How has the practice engaged with the PPG:

*Please see details above*

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

*We have worked hard with the PPG to make the survey as available as possible to all of our patients, and promote the presence and availability of the group via this means*

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

*Yes – please see details above*

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

*Yes – issues raised at PPG meetings*

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

*We believe that all of the work details above has helped to maintain and improve the service offered to our patients. We also consider that working jointly with the PPG, and consulting on possible changes, has helped to steer the process for change and include the PPG as an important part of the consultation process*

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

*The practice very much values its work with the PPG, and especially the contribution and enthusiasm of its members – we would like to extend our thanks to all of those who have been involved over the past 12 months, and previous years, and hope that new members will continue to be attracted to join the group.*