

Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Headlands Surgery

Practice Code: K83006 Signed on behalf of practice: Claire Mee

Date: 23rd March 2015

Signed on behalf of PPG: Mr A Hoare

Date:

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

Does the Practice have a PPG? <input checked="" type="checkbox"/> YES / NO											
Method of engagement with PPG: Face to face, Email, Other (please specify) Email											
Number of members of PPG:129											
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	5076	5030		2195	829	1212	1417	1517	1197	948	798
PPG	54	75		0	3	13	15	26	27	28	17

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	3213	27	0	319	24	18	19	18
PPG	102	2	0	7	0	0	0	2

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	145	15	14	32	50	80	12	13	2	1
PPG	6	2	0	2	2	4	0	0	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:

1. Postal invitations with a SAE were sent to patients with various ethnic backgrounds as well as carers and patients with young children.

Advertisements were placed on our websites and patient information booklet.

Laminated notices are in our waiting areas. All patients who had provided us with an email address were sent information about joining the PPG.

PPG information was also included with all recall letters posted from the surgery.

Finally PPG information is available from the reception desk. The opportunity to join our PPG is discussed at new patient interviews and with patients as appropriate.

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:

2. Review of patient feedback

(Component 2 – 30% of payment)

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

We carried out an in house patient survey during Nov and Dec 14. The survey was based on the 2013 survey and comparisons were made with the NHS national survey. Patients were particularly requested to give feedback in any area where we attained lower scores. The survey was emailed to PPG members and all patients with a registered email address and was available from reception.

Patients suggestions written and verbal

FFT feedback

Complaints

How frequently were these reviewed with the PRG?

Regularly in practice.

Results of our patient survey were sent to the PPG requesting their comments and feedback. Once this was collated with other feedback an action plan was created and sent for their approval.

3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

Priority area 1
<p>Description of priority area:</p> <p>Telephone system</p>
<p><i>What actions were taken to address the priority?</i></p> <p>Provision of extra telephone lines and extra staff to answer calls during the busiest times between 8.00 a.m. – 9.30 a.m.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Improved patient satisfaction. Prompt response time. Reduced stress and frustrations for patients when trying to contact the surgery. Advertisements within the practice.</p>

Priority area 2

Description of priority area:

DNA appointments

What actions were taken to address the priority?

Introduction of text messages to those who DNA.

Introduction of courtesy calls as appointment reminders.

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

Information displayed in the waiting room of the number of DNA's each month.

Increase in the number of appointments by reducing the wastage of appointments through DNA.

Advertisements within the practice.

Priority area 3

Description of priority area:

Customer Service and communication

What actions were taken to address the priority?

continue with our staff training programme which has increased service and satisfaction levels during the last few years.

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

Greater patient satisfaction through improved communication and service levels.

Advertisements within the practice.

4. Progress on previous years

(Component 4 – 40% of payment)

2011 - 2012

Access – Staff organised to respond accordingly to high demands. Use system reports to monitor performance - COMPLETED
Communication- Reception staff to routinely advise patients of delays if a Dr or nurse is running late - COMPLETED
Lack of understanding of the appointment system - Information leaflet to every household - COMPLETED
Appointment System – Introduce text reminders – COMPLETED
Customer Service – Arrange customer care training – COMPLETED

2012 - 2013

Customer Service - We have received less complaints and more positive feedback but efforts to improve customer service are ongoing.

Aim: - To provide a welcoming, friendly environment with helpful and pleasant staff.

To arrange regular customer service training to improve listening and communication skills. - COMPLETED

Communication Positive responses to text alerts but DNA rates are similar. Aim: - To continue to obtain patient mobile telephone numbers which will allow us to increase the number of appointment reminders - COMPLETED

Positive response to online booking of appointments which was introduced in 2012.

Aim: - Investigate the possibility to increase this facility – COMPLETED

2013 – 2014

Promotion of our online facilities – COMPLETED

Nurse appointments available during extended hours – COMPLETED

Health Care assistant appointments available during extended hours – COMPLETED

The role of one of our Health Care Assistants is being expanded, which will provide some extra nursing appointments - COMPLETED

5. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26th March 2015

Has the report been published on the practice website? YES

Please insert web-link to your report: www.headlandssurgery.co.uk.

How has the practice engaged with the PPG:

The PPG were involved by providing comments/suggestions on the patients survey and action plans proposed.

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

Analysed our practice population groups and identified carers, patients in care homes and members of small ethnic groups to seek their views. The response was relatively small.

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?

The PPG was in 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?

Increase in the number of staff answering the telephones during peak periods.
Improved customer service and communication skills
Improved environment

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

No

Please return this completed report template to england.enhancedservices-athsm@nhs.net no later than 31st March 2015.
No payments will be made to a practice under the terms of this DES if the report is not submitted by 31st March 2015.