

# Annex D: Standard Reporting Template

Barnsley Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: St Georges Medical Practice

Practice Code: C85619

Signed on behalf of practice:

*Julie Smith*

Date: 27.02.15

Signed on behalf of PPG:

*Julie Smith* (All information send via post to PPG asking them to contact me if any issues or questions and we have received nothing back)

Date: 27.02.15

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) : Virtual Group all done via post
Number of members of PPG: 20

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50.5%	49.5%
PRG	42%	58%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1574	630	821	859	954	656	497	414
PRG	0	1	4	3	6	1	2	2

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	94%	0.3%	0.3%	2.9%	0.11%	0.22%	0.09%	
PRG	100%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.04%	0.22%	0	0.22%	0	0.83%	0.04%	0.2%	0	
PRG										

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 continue to put a small form at the back of each questionnaire asking patients if they would like to join the group. This questionnaire was put out in January and February 2015.

We displayed posters in our waiting areas in both sites asking patients if they would like to join the group and put a display on our jayex board in the waiting room. Posters have also been given to the local pharmacies to display. We have also put information and the report and survey results on NHS Choices website <http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=39198>

We also included the patient participation information in our quarterly newsletter which encouraged patients to join.

Throughout the above months, reception staff encouraged patients to join the group if they wished and approached patients with regards to the group.

The patient participation group information is on our practice website [www.stgeorgesmedicalpractice.co.uk](http://www.stgeorgesmedicalpractice.co.uk) and gives them all the details on how to become a member.

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:

## 2. Review of patient feedback

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

We do an annual questionnaire, but also have praise and grumble forms, complaints, comments and suggestions and an open door policy for patients to discuss issues – these are all done throughout each year.

How frequently were these reviewed with the PRG?

Annually but if felt needed more often then we would do so

Action plan priority areas and implementation

Priority area 1
<p><b>Description of priority area:</b></p> <p>Ensure patients more aware of online services</p>
<p><b>What actions were taken to address the priority?</b></p> <p>Continuous promotions of online services, ie ordering prescriptions, making appointments, access to medical records – This will be done by posters in waiting room, newsletter, jayex board and practice website as well as staff informing patients</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <p>This will provide patients/carers with another way of ordering their medications and making appointments without having to contact the practice via telephone which can be busy and frustrating for patients to try and get through.</p> <p>We will publicise the action plan and results on the website and in practice.</p>

## Priority area 2

### **Description of priority area:**

Continuous improvement of appointment availability

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

Ongoing review of appointment systems – we constantly review our appointment system and have done so recently and felt this was acknowledged by the patient questionnaire as the questions around access had improved answers from previous years. We have done this by having more book on the day appointments and also introducing a daily Nurse Practitioner Minor ailments clinic which will improve access even more.

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

This will have a positive impact on patients and carers as they will be able to access appointments much easier and more quickly.

We will publicise the action plan and results on the website and in practice.

### Priority area 3

**Description of priority area:**

To ensure patients more aware of the fact we have a place in the practice for patients to speak to staff more confidentially

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

This is much more advertised in practice now as well as staff informing patients of this if they do want to speak more privately

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

This will help patients and carers feel more comfortable in discussing more personal and private problems with staff rather than have to do this in a very busy reception area.

We will publicise the action plan and results on the website and in practice.

## 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):

We have made very good improvements on our appointment system, which has improved access and made appointment availability much easier for patients

We have reduced DNAs in practice by displaying DNA data on our jayex board in the waiting room and also producing a DNA newsletter which patients are very interested to read

We have ensure patients are more aware of our online services, but this still needs improvements so we continue to promote this

We have developed a quarterly newsletter to keep patients informed of new services etc and this is also sent to the members of our PRG

We have ensured that more patient information is displayed in both sites waiting areas such as complaints procedure, confidentiality area and carer policy

We now do regular staff training to ensure our staff give the best service possible to patients

We are in the process of having patient partner installed which will improve access for patients to check and cancel appointments and order repeat prescriptions

### 3. PPG Sign Off

Report signed off by PPG: Yes – We have sent our results and action plans to our PRG and asked for any feedback, issues or queries and have received no responses to interpret this as all members happy

Date of sign off: 27.2.15

How has the practice engaged with the PPG:

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

We constantly encourage patients to join our PPG by forms in the waiting room and also at the back of the patient questionnaire which is given to all groups of patients

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

We receive patients and carer feedback in numerous ways – these are in the forms of questionnaires, praise and grumble forms, comments and suggestion box, complaints, comments on website and NHS choices, emails via website and verbal feedback

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

Yes – we send the PPG the proposed questionnaire and get their feedback on this before the questionnaire is implemented and once this has been put out to patients and the results collated and action plan formed, again this is sent to the PRG members for their thoughts and comments

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

We feel that year on year we take in consideration the less positive responses and work on these and as the responses have become more positive each year, then this is definitely working. We have improved patient access to appointments, improved



patient knowledge of online services and other areas.

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

Currently our PPG is only virtual – we would eventually like this to be more face to face however the patients who are in the PPG are happy with the way it is currently, should more patients join, this may change