

# Annex D: Standard Reporting Template

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

Practice Name: Islip Medical Practice

Practice Code: K84003

Signed on behalf of practice: Beverley Turner      Date:16.3.15

Signed on behalf of PPG: \_\_\_\_\_ Date: \_\_\_\_\_

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

Does the Practice have a PPG? <b>YES</b>																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Both – but generally email. Suggestions box.																																					
Number of members of PPG:166																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">2895</td> <td style="text-align: center;">2964</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">54</td> <td style="text-align: center;">112</td> </tr> </tbody> </table>	%	Male	Female	Practice	2895	2964	PRG	54	112	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">1131</td> <td style="text-align: center;">435</td> <td style="text-align: center;">527</td> <td style="text-align: center;">669</td> <td style="text-align: center;">1070</td> <td style="text-align: center;">850</td> <td style="text-align: center;">674</td> <td style="text-align: center;">503</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> <td style="text-align: center;">5</td> <td style="text-align: center;">23</td> <td style="text-align: center;">46</td> <td style="text-align: center;">42</td> <td style="text-align: center;">39</td> <td style="text-align: center;">10</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1131	435	527	669	1070	850	674	503	PRG	0	1	5	23	46	42	39	10
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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	4877	2	None recorded	395		2	1	3
PRG	150			11				5

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	17	37		9				16	1	499
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:

The patient group is open for any patient to join and advertised as widely as possible using the website, posters in reception and highlighted in practice newsletters.

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:

NO

## 2. Review of patient feedback

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

- NHS choices
- Suggestion box in waiting room
- Iwantgreatcare on line feedback
- Friends & Family forms

How frequently were these reviewed with the PRG?

We encouraged a face to face forum meeting and helped 3 members who volunteered, to advertise and set up a meeting. A meeting was held on 24<sup>th</sup> November which concluded that due to such a poor response and insufficient interest for face to face meetings, the on-line forum remains the most effective. We agreed to continue emailing details of regional meetings and generally keeping our patient group informed of any feedback in this way.

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

We received a feedback form stating that the telephone call in system from the waiting room is difficult for the hard of hearing

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

We have improved the signage offering the use of an induction loop. Conducted update/refresher training for reception staff raising awareness of the potential difficulties experienced by the hard of hearing and making sure they offer the induction loop.  
Raise patient awareness in practice newsletter and advertise availability of induction loop on website.  
We have put a notice in reception asking anyone concerned to discuss this with their doctor, then we will flag their notes so that they can be called in personally from the waiting room.

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

Improved patient care and support. Raised awareness of induction loop availability.  
Publicised in the newsletter, the waiting room and web site.

## Priority area 2

### Description of priority area:

We have had feedback from Ambulance (999), visiting patients and other healthcare professionals who have been unable to find the practice.

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

A new road sign has been ordered and will be erected more prominently at the front of the practice.

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

Easier for patients and visitors to locate the practice – significant improvement for urgent ambulance services.  
Publicised in newsletter and website.

### Priority area 3

#### Description of priority area:

We have received feedback asking for better access to telephone consultations with the duty doctor or their usual GP.

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

We have started a telephone triage system for urgent appointments and now have a protocol and dedicated telephone appointments available for patients to request a call back to speak to their usual doctor, or the duty doctor for urgent problems.

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

Much greater access to speak to usual GP and discuss their needs, or request advice for urgent/routine appointment  
This will be publicised more fully in the spring practice newsletter

### 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):

- Access to all on-line services including medical records: over 50% of our patients are now using on line services. This is now routinely offered to all new patients on registration.
- Verbal advice from nurses, more telephone access appointments are available and the addition of a new nurse has increased both telephone and surgery appointments being able to increase availability of advice
- New website with new and increased features added, more clinical information, news items and web-links.
- Car parking: We continue to monitor the impact of other users to ensure patient access is top priority
- Prescription delivery service, on- line repeat prescription ordering and emailing requests. We will shortly be offering EPS for patient who collect from a local chemist.

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO yes

Date of sign off: our email group has agreed this.

**How has the practice engaged with the PPG:**

We have tried to help set up a face to face meeting without success as described above, however , we continue to email the on-line group with regular updates as and when required.

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

We have a comprehensive website, send out practice newsletters and put posters in reception. All clinical staff make every effort possible to ensure that patients with special needs and who may be difficult to reach are contacted in the most appropriate means according to their personal circumstances.

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

As much as possible we have informed and encouraged all patients to give feedback via the friends and family test, iwantgreatcare feedback cards (given during consultations) and the NHS choices website including any carers when they attend surgery.

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

If/when appropriate and we have emailed the results of our feedback and the proposed action plan for this year.

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

Please see details above.

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

We do value and appreciate the feedback we receive and make every effort to address any issues raised to enable us to improve our services and make a difference to the patient experience for our practice population.