Annex D: Standard Reporting Template

[Name] Area Team: Birmingham & Black Country

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Cavendish Medical Practice

Practice Code: M85642

Signed on behalf of practice: DR Madhavan ( GP) Date: 20/03/2015

Signed on behalf of PPG: Mohammed Altaf (PPG Chair) Date:23/03/2015

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):  Face to face quarterly meetings, PPG Poster in reception area, practice website, and Flyers in the surgery | |
| Number of members of PPG:6 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 50.80% | 49.19% | | PRG | 50% | 50% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 26.75 | 10.99 | 15.71 | 15.15 | 12.89 | 8.87 | 4.29 | 5.32 | | PRG |  |  |  | 33.33 | 16.66 |  | 50 |  | |
| 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 | 1.68% | .55% |  |  | 0.28% | 0.05% | 3.34% |  | | PRG |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 35.12% | 44.27% | 1.82% | 0.64% |  |  | 0.57% |  |  | 11.68% | | PRG | 33.33% | 66.66% |  |  |  |  |  |  |  |  | | |
| 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 have tried to engage different groups, and asking the GPs to personally suggest to patients. It is very difficult to recruit. We recognise that young people are preoccupied with school / college / job seeking, young families are juggling work and young families, and people in their late 30’s 40s are either coping with working to support children at university and / or caring for elderly parent.  We have advertised our dates in the waiting room and are investigating methods of engaging these hard to reach groups more successfully | |
| 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: | |

1. Review of patient feedback

|  |
| --- |
| Outline the sources of feedback that were reviewed during the year:  Practice Survey, NHS Choices website, Complaint Register and Friend & family test feedback. |
| How frequently were these reviewed with the PRG? Quarterly |

1. Action plan priority areas and implementation

|  |
| --- |
| Priority area 1 |
| Description of priority area:  Phone Access |
| What actions were taken to address the priority?  We agreed that we would review the length of time to answer calls. Our analysis of the telephone demand per day suggests that we had insufficient staff to answer phone calls. To answer phone promptly staff need to be dedicated to answering the phone. Therefore we had two members of staff answering the phone at the peak time in the morning when patients are calling for appointments |
| Result of actions and impact on patients and carers (including how publicised):  As a results of having two receptionists answering the phone at the peak time our survey results have improved. This year there are 93.1% of the patient said they can get through the phone easily as compare to last year which was 82.4%. |

|  |
| --- |
| Priority area 2 |
| Description of priority area:  PPG & Friends & Family test notice board |
| What actions were taken to address the priority?  It was agreed to set up an additional notice board to promote the PPG and the results of the Friends and Family test survey and what we have done in response to the comments from the survey. |
| Result of actions and impact on patients and carers (including how publicised):  Patients/carers receive feedback on their comments, directly, they will see the results and we can also try and raise the profile of the PPG |

|  |
| --- |
| Priority area 3 |
| Description of priority area:  Waiting Times in waiting areas |
| What actions were taken to address the priority?  The GP along with management and nursing staff will aim to improve waiting times over the forth coming year, by starting clinics promptly on time and keeping patients informed when delay’s occur for unplanned emergencies etc |
| Result of actions and impact on patients and carers (including how publicised):  This will continue to be on our action plan for future. |

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):

Through the 2013-2014 the Patient Participation Group has continued to provided comment and opinion on issues about the practice and the service offered which the group felt are important to the wider patient population of the Practice. We had a positive 5 years of PPG team together. Availability of appointment has improved as we have recruited two new doctors last year.

Doctors now receive 360 feedbacks from colleagues and patients as part of their ongoing appraisal system – results from last year’s survey fed back to doctors - vast majority of comments about doctors in Friends and Family feedback are very positive

1. PPG Sign Off

|  |
| --- |
| Report signed off by PPG: YES  Date of sign off: 23/03/2015 |
| How has the practice engaged with the PPG:  Yes.  How has the practice made efforts to engage with seldom heard groups in the practice population?  PPG advertised on practice notice board, website and also by word of mouth.  Has the practice received patient and carer feedback from a variety of sources?  Yes- Practice Survey, NHS Choices and Friend and family Test.  Was the PPG involved in the agreement of priority areas and the resulting action plan?  Yes PPG members were involved in agreeing to priority areas.  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  yes patient access has improved  Do you have any other comments about the PPG or practice in relation to this area of work?  No |