

## Annex D: Standard Reporting Template

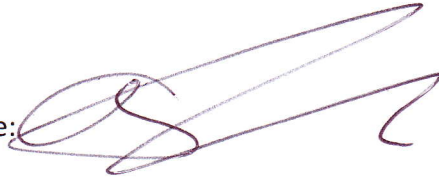
Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team  
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Over Surgery

Practice Code: D81033

Signed on behalf of practice:



Date: 16/3/15

Signed on behalf of PPG/PRG: SEE FINAL PAGE

Date:

### 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)	Face to face
Number of members of PPG:	7

Detail the gender mix of practice population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<1	17-	25-	35-	45-	55-	65-	>7
Practice	49	51		6	24	34	44	54	64	74	5
PPG	43	57	Practice	21	9	10	13	17	13	10	7
			PPG	0	0	0	28	15	0	42	15

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	68.0	0.2	0.1	1.6	0.0	0.0	0.0	0.5
PPG	85.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0

%	Asian/ Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	0.2	0.0	0.0	0.1	0.1	0.4	0.2	0.0	0.0	10.1
PPG	0.0	0.0	0.0	0.0	0.0	0.0	14.3	0.0	0.0	0.0

Practice not known: 18.5%

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:

Re ethnicity the practice population is overwhelmingly White, the PPG make up reflects that.

Re gender the PPG is well balanced.

Re age the PPG has been concerned to recruit younger people for quite a while but we have found this age group particularly difficult to involve. We have tried inviting students at local / Cambridge schools who might be considering a career in medicine or healthcare more generally, but have not had any success.

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 as above

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

As above.

## 2. Review of patient feedback

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

Practice Survey

NHS England Practice / CCG Level reports (July 2014)

Patient feedback to PPG

How frequently were these reviewed with the PPG?

Each PPG meeting includes an opportunity to hear patient feedback

Practice Survey and NHSE were both reviewed once and actions agreed.

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Upcoming Surgery Income losses due to MPIG changes, desire to ensure financial viability while minimising negative impacts on patients</p>
<p>What actions were taken to address the priority?</p> <ol style="list-style-type: none"><li>1. publicity campaign undertaken to make patients aware of the issue and the options under consideration for addressing it</li><li>2. surgery-led review of the potential for provision of private services to fill gap</li><li>3. agreement that the surgery would give notice to NHSE re provision of unfunded compression bandaging services</li><li>4. agreement that surgery needed to produce income / cost model for review internally and by PPG</li><li>5. increased emphasis on measures to relieve pressures on admin staff eg auto check-in, online appointments</li><li>6. publicity drive to sell the benefits of GP telephone consultations</li></ol>
<p>Result of actions and impact on patients and carers (including how publicised) (numbering as above):</p> <ol style="list-style-type: none"><li>1. publicity material in local newsletter, on website and leaflets in surgery</li><li>2. surgery substantially constrained by current GMS contract</li><li>3. notice given, not publicised beyond PPG to avoid creating concern to patients</li><li>4. model in development</li><li>5. implemented – notices on website and in waiting / reception area, including notices re availability of iPhone / Android apps</li><li>6. material in development</li></ol>

## Priority area 2

### Description of priority area:

Desire to reduce DNA rates, particularly problematic re Nurse appointments

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

1. analysis of DNA rates by appointment type, booking method
2. further discussion with PPG
3. agreement from PPG to use text message appointment reminders providing confidentiality concerns could be addressed
4. discussion of SMS messaging with partners and decision to implement for relatively uncontentious uses (eg no medical information to be sent in text message)

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

5. intention to use SMS messaging at surgery publicised on website and in reception

## Priority area 3

### Description of priority area:

Recruiting younger patients to be part of PPG

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

1. Contact was made with Swavesey Village College and Hills Rd Sixth Form college to try to recruit 15 – 18 year olds with a potential interest in healthcare
2. Prominent website and local newsletter articles published

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

1. No success.

### **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):

1. Increase proportion of patients requesting repeat meds and booking appointments via SystmOnline
  - pharmacy and reception encouraging patients who have requested meds / appts via other methods to sign up
  - 14% increase in SystmOnline registrations since Oct 14 – now have 25% of patients signed up
2. Availability of GP telephone consultations to be more widely advertised
  - telephone consultations advertised in July 2014 edition of practice leaflet
3. Survey Question re SMS Messaging to be Improved, and teenagers targeted for Survey
  - Survey currently in redesign
  - teenagers to be asked to complete survey by clinician in consultation

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

Paul Eldridge

Date of sign off:

12/03/2015.

How has the practice engaged with the PPG: regular meetings held throughout the year

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

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? Yes.

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

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