

Annex D: Standard Reporting Template

[Name] Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **The Black Country Family Practice**

Practice Code: **M88103**

Signed on behalf of practice: *Tanya Cooper* Tanya Cooper

Date: 30th March 2015

Signed on behalf of PPG: *Jayne Salter-Scott* Jayne Salter-Scott

Date: 30th March 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, Email, Notice Board in Reception																																					
Number of members of PPG: 34																																					
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 50%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>49.089%</td> <td>50.910%</td> </tr> <tr> <td>PRG</td> <td>0.104%</td> <td>0.149%</td> </tr> </tbody> </table>	%	Male	Female	Practice	49.089%	50.910%	PRG	0.104%	0.149%	Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><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%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>22.13%</td> <td>9.41%</td> <td>13.88%</td> <td>13.21%</td> <td>13.80%</td> <td>10.56%</td> <td>9.19%</td> <td>7.77%</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>0.007%</td> <td>0.029%</td> <td>0.052%</td> <td>0.111%</td> <td>0.037%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	22.13%	9.41%	13.88%	13.21%	13.80%	10.56%	9.19%	7.77%	PRG	0	0	0	0.007%	0.029%	0.052%	0.111%	0.037%
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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	8668	11	0	590	47	37	41	90
PRG	32							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	579	178	126	24	85	156	150	43	1	315
PRG							1			1

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:

Personal invite by GP's to target ethnic minorities and the younger population.

Patient Service managers ask patients to join when patients are giving feedback about services.

PPG Board in the waiting room , details on how to join and minutes of last meeting

Advertised on the practice website

Word of mouth by the current PPG members

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:

Patient Questionnaires

Patients comments reviewed during the last 12 months

How frequently were these reviewed with the PRG?

A small strategic working group was set up to help create a patient questionnaire and look at asking 2 more questions for the friends and family test.

Results of the patient questionnaire were discussed at the PPG meeting and what actions were going to be put in place to address the areas of concern.

At every PPG meeting the practice gives an update on practice issues and these are discussed with the PPG members.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Patient Confidentiality at the reception desk
<p>What actions were taken to address the priority?</p> <p>The Practice went through a refurbishment programme in 2013/14 which addressed some of the issues i.e. soundproofing was put up in the waiting room and the reception desk was redesigned and an interview room was built. However due to the building constraints it was felt by members of the Practice, PPG members, comments from patients and the results of the practice questionnaire that we still had not got this right.</p> <p>So to address this further the Practice removed chairs from part of the waiting area that was at the side of reception and brought poles and ropes so as to queue patients away from the reception desk and signs were put up and for the first couple of weeks staff stood in the waiting room sign posting patients.</p> <p>It is our intention to ask the patients again in 6 months to see if patient confidentiality has improved as a result of our actions.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This was actioned the beginning of March 2015 and to date patients verbal comments have been very positive. Staff members at busy time's i.e. first thing of a morning are out in the waiting room sign posting patients.</p> <p>As patients come and queue from 7.30am in a morning it was felt that rather than patients stand in that queue (as some are elderly and unwell) a ticket is taken so patients if they don't want to have to stand, then when the reception desk opens at 8am they call the ticket number, this was a suggestion from a patient and is working very well.</p> <p>As the queue is no longer in front of the touch screens patients can now clearly see the self-check-in, this has encouraged more patients to use this facility.</p>

Priority area 2

Description of priority area: Replace the 0845 telephone number with a local land line

What actions were taken to address the priority?

This was a big area of concern for our patients as the 0845 number carried a higher tariff. The practice met with several telephone company providers and a new telephone system was installed on the 18th June 2014.

As per the patient group the message was left on the old number for 3 months notifying patients of the change of number.

Posters were put up in the surgery to notify patients of the change, this also included a poster on bright coloured paper with the new number on as per a patient group member suggested, so it would stand out from other posters.

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

Patients are happy as they no longer have to phone a premium rate and the practice has received positive verbal comments.

There were a couple of positive comments in the patient questionnaire.

Priority area 3

Description of priority area: Improve communication between practice staff and patients leading to a better patient experience

What actions were taken to address the priority?

As part of the discussion with the patient group we have redesigned the practice team creating 2 Patient Service Managers who's role is to ensure an improved level of communication between practice staff and patients i.e. if a patient has a concerns about a particular service the Patient Service Manager works with the patients to find a suitable resolution.

In addition to this the PPG highlighted their concerns about the management of the reception desk (Front of house). Once again as part of the redesign of the practice team we have ensured that there are always 2 members of staff on the front desk or 3 at peak times with access to a Patient Services Manager at all times.

The staff all now wear name badges and answer the telephone with introducing themselves. We are in the process of having a staff photo notice board so patients know who is who.

As part of the redesign of the practice team and with discussions with the patient group we now have all available staff members to answer the telephone at peak times i.e. when the phones go over at 8am in the morning.

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

We informed the PPG of plans. We have highlighted this on our practice website and encouraged staff to be proactive in talking to patients about the changes.

We have received favourable verbal comments from patients on how they can see a change at the front desk and the telephones being answered.

Again this will be reviewed in 6 months' time so we can measure improvements with patient experience.

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):

The priority areas listed above are areas that have rolled forward that are part of the continuous improvement programme that rolled over from 13/14 and the Practice is continually striving to improve.

The Practice has achieved its previous years issue with the telephone as we now have a local number.

The Practice is continually looking at ways to improve the reception area and improve patient confidentiality within the constraints of the building, we are confident with the changes outlined above we will achieve this

The Practice is continually looking at ways to improve access. During the last year we have changed the way chronic disease (Asthma, Diabetes etc.) clinics are run, instead of patients coming to the surgery 2 or 3 times for a certain chronic disease condition they are seen in one clinic so providing a holistic approach to patients health needs.

We are continually looking at the GP appointments and have made Mondays all book on the day appointments, which the patient group welcomed and have moved the Minor surgery clinic to a Tuesday evening, which is beneficial for those patients that work.

We have continued to improve the attitude of the front line staff, ensuring all have been trained in customer service and with the new telephone system recordings of the telephone calls can be monitored to ensure a good patient service.

The Practice will continue to monitor its DNA's as this is something that the patient group are passionate about.

The practice will re-run the patient survey in 6 months' time to audit the changes that have been made and to ensure we are providing a quality service

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30th March 2015

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? Members of the PPG have spoken to community leaders and community groups e.g. frail elderly - Agewell

Has the practice received patient and carer feedback from a variety of sources? Yes the practice offers a variety of ways in which patients and carers can give us feedback.

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes these are agreed with the PPG members at the start of the new financial year.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Had anecdotal feedback from patients and carers. Structured feedback through the PPG group

Do you have any other comments about the PPG or practice in relation to this area of work? Patients understanding how local general practice works e.g. we ran several a day in the life of. Staff have undertaken customer care training and are in the process of developing customer service standards.