

Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Banks Surgery

Practice Code: C82600

Signed on behalf of practice: Jane Steel

Date:17.3.2015

Signed on behalf of PPG: Mrs Carolyn Necklan

Date:17.3.2015

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, Phone											
Number of members of PPG: 8 patients and 3 staff											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1	2	Practice			1		2			
PPG	3	5	PPG					2	2	4	

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	3							
PPG	8							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG										

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:

Posters are placed on the notice boards in the surgery and on the TV screen in the waiting room. An advert is placed in the local newspaper and the village magazine each year. We are currently engaging with 6th form students at the local schools for any students that are looking for a career in medicine/pharmacy/physio etc.

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:

Feedback review came from our In-house patient survey. The Friends and Family test and also follow up of any letters of complaint or praise that have come in from patients

How frequently were these reviewed with the PRG?

Any letters/cards of praise where brought to the attention of the PRG at our meetings. Complaints were also highlighted and discussed but obviously maintaining confidentiality.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

A key area has been to achieve and maintain clinical continuity. Dr Fitchett has been with the surgery for nearly 3 years. Dr Shahzad joined us December 2014. Both GP's are working 9 sessions.

What actions were taken to address the priority?

By having 2-9 session GP's this has reduced the amount of locum GP's covering sessions at the surgery. Where possible if a locum is needed to cover session we make every effort to use the same GP. These are only used to cover peaks and troughs of demand or holidays

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

Any cover that has been required has predominately covered by the same locum. Over the past 2 years there has been a 69% reduction in the number of locums therefore 90% of our sessions have been covered by 3 GP's

Priority area 2

Description of priority area:

On the day bookings and booking ahead to see a GP.

What actions were taken to address the priority?

To maintain a good patient access to GP's we aim to see patients on the day of their choice, but we do try and see patients on the day that they call in. Where a patient requests and appointment in the future then they are put through to speak to a GP

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

This information is relayed to the patients via the TV screen in the waiting room along with a display in the waiting room that was created by the Chair of the PRG. Looking back at last year's In-house patient survey, this had increased the patients knowledge of this from 54-57%

Priority area 3

Description of priority area:

Building Developments in the local area.

What actions were taken to address the priority?

GP/Manager had attended any Parish Council meetings where planning applications were on the agenda to highlight the problems we are facing. Open/public drop in meetings had also been attended by GP's /Managers and PRG members. Discussions with NHS England staff regarding the use of Section 106 monies.

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

Not readily being publicised to patients but all information, planning details and minutes are readily available on the Parish and Borough websites. But where any patients raise their concerns with us regarding the possible influx of new patients, a discussion is had with them along with information about joining the PRG.

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):

Building /car park.

This is an issue that has been raised for the last few years. The surgery has, and will continue to look for land and funding to develop the surgery but currently we are in status quo. As Section 106 monies are made available to us we would use them in the most effective way possible to improve the surgery. As the surgery sits below the level of the road, we do have a problem with the car park flooding and pot holes developing. These are dealt with as they occur.

Booking Preferences

There appears to be no change in the preferences to booking appointments with the surgery for either GP or Nurse/HCA appointments.

Getting through on the phone.

There had been a slight increase in ease on getting through on the phones and that patients were happy that they had been seen on the day of their choice.

Doctor Experience.

Dr Experience is up in all areas apart from time given for appointments which appears to be a national concern. (The surgery offer 10 minute appointments but the patients are able to request longer appointments.

Would you recommend the surgery.

There has been a significant increase in the amount of patients who would recommend to surgery to others. We will continue to monitor this with the Friends & Family Test.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 18.3.2015

Has the report been published on the practice website? YES

How has the practice engaged with the PPG:

Regular meetings and practice support at any events arranged.

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

We have advertised through the newspapers, local magazines, on our website, within the surgery and at the Health Bus Event.

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

Patients had surveys made available on the website, through a survey monkey and paper format within the surgery. A notice was put up advising patients of the survey and for a period of 3 weeks there were members of the PRG in the building to assist with the completion of the survey and to answer any questions.

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

The PRG as a group agreed for the Chair to meet with the GP and Manager to go through the findings of the survey. All areas were discussed and the action plan was indeed agreed with the Chair.

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

The service offered by The Banks is improving year on year. Continuity of GP's has gone a long way to help this. All staff keep updated on training which improves the service. The surgery will maintain a good working relationship with the CCG and have identified any at risk patients who have gone on to have a Care Plan in place.

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

The practice has developed a good relationship with the PRG. Hopefully with the help of them we will be able to engage with other patients who may then go on to join the group. The practice will continue to support the PRG and intend to carry on improving the services to patients

Please return this completed report template to the generic email box – england.leiclincsmedical@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.