

## Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Trinity Medical Centre

Practice Code: M83632

Signed on behalf of practice: Fiona Edridge Practice Manager

Date: 27<sup>th</sup> March 2015

Signed on behalf of PPG:

Date:

### 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, e mail										
Number of members of PPG: 21										
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:					
%	Male	Female								
Practice	1911	1960	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	9	12	0	0	0	1	1	6	8	5

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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	3875	4	0	116	1	2	8	3
PRG	21	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	23	8	1	6	32	6	1	0	0	0
PRG	0	0	0	0	0	0	0	0	0	0

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:

All new patients registering with the practice are invited to join the PRG. There is a PRG Notice-board in the waiting room detailing meeting times with copies of previous minutes and events which patients may wish to attend and get involved with. We have posters and leaflets and have a message on the calling system inviting patients to join. We will also be including a question on the Friends & Family Test. We hope to set up a practice Facebook page to engage with younger patients and those who work and are unable to attend meetings. We have leaflets available in different languages and we opportunistically ask patients if they would be interested in joining the group.

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:

Complaints, significant events, Patient survey, praise and letters of thanks

How frequently were these reviewed with the PRG? As and when feedback was received was received this was then added to the agendas of the next PRG meeting.

### 3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 387 589 419">Description of priority area:</p> <p data-bbox="203 464 566 496">Increasing clinical access</p>
<p data-bbox="203 611 887 643">What actions were taken to address the priority?</p> <p data-bbox="203 687 2042 751">We increased the number of clinical staff and the session times worked , together with the range of appointment times offered and skill mix provided in clinics.</p>
<p data-bbox="203 946 1317 978">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 983 2029 1046">This generally increased availability and patients got appointments when they wanted them e.g over lunch time, before/after work or school. These changes improved access with an average wait for a routine appointment reduced from 7-9 days to 5-6 days.</p> <p data-bbox="203 1094 2042 1158">These changes were notified to patients via the Practice Newsletter, website and patient calling system in the waiting room as well as posters and leaflets with up to date appointment time availability.</p>

## Priority area 2

Description of priority area:

Increasing involvement with younger patients

What actions were taken to address the priority?

Discussions with local Secondary school to provide a Health Promotion event for 15-17 year old pupils, to include smoking advice, dietary advice, contraception and sexual health, dealing with bullying etc.

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

We are yet to hold this event as engagement from the school was slow but positive. The school is keen to be involved and we have commitment from Public Health to support this event.

We will be advertising this in the local library and Pharmacy as well as the waiting room. We will also write to all patients within the age band and signpost them to specific staff who can help and support them with any issue if they do not attend the local school involved.

### Priority area 3

Description of priority area:

Use of Technology – On line booking of appointments/ emails/consultations

What actions were taken to address the priority?

The Practice has opportunistically asked patients how they would prefer to contact/be contacted by the practice. It has become clear that younger patients would prefer to do this electronically. As a result we have looked at various ways in which this can be delivered.

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

We have signed up for a Skype pilot project in order that patients can be seen and consult with a clinician without having to come in to surgery.

For patients who are housebound or who have problems getting into surgery we have set up a Speak set system where patients have a consultation with their GP or nurse via a TV top box set which is linked to the surgery.

We are setting up a Facebook page which will encourage patients to contact us more readily. We have reviewed practices that have already set these up and looked at the benefits they have found from this and the response from patients has been very positive.

We have signed up to the online services of offering appointments on line and access to medical records from 1<sup>st</sup> April 2015. This will enhance the service we already provide in ordering repeat medication on line which has been available for some years.

## 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 number of PRG members has increased from 16-21. We are still in the process of setting up a “virtual” group and this has taken longer to get off the ground than initially anticipated. We still believe this will increase the number of PRG members and will encourage patients from a wider age/ethnic background to join.

We continue to regularly update our website and continue to produce a quarterly newsletter for patients.

PRG members are becoming more actively involved with work in the practice and have helped with the patient survey. They also supported the practice raising funds for MacMillan Cancer Care when we held a coffee morning in aid of this charity.

We will very shortly be commencing a pilot using Skype for consultations and this together with a Practice Facebook page will make it much easier for patients to contact us and for us to learn more about them and what type of services they want to see developed. Other practices that have set up Facebook pages have seen a much better uptake to PRG membership and we feel this is the way to move forward with developing our own group.

#### 4. PPG Sign Off

Report signed off by PPG: NO.

Due to time limitations of key group members our AGM has been postponed until the end of April when this will be signed off. However PRG members have been sent a copy of the report and comments have been sought prior to 31<sup>st</sup> March.

Date of sign off:

How has the practice engaged with the PPG:

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

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

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

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

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

We have a wealth of feedback from patients about the services we provide and where appropriate we have changed the way in which we operate services to meet their expectations. It is very hard to engage with seldom heard groups but we will be writing specifically to patients within those groups to see how we can improve services for them and to encourage membership of the PRG. We believe that services have improved as a result of the implementation of the action plan and the PRG members are confident that we are moving in the right direction in terms of inclusivity. We are aware however that there is still much work to be done to have full inclusion and we are setting time aside for a senior member of staff in order to concentrate efforts in engagement with patients.

