

## Annex D: Standard Reporting Template

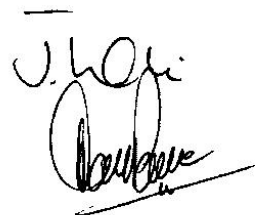
The NHS Commissioning Board East Anglia Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Ramsey Health Centre**

Practice Code: **D81059**

Signed on behalf of practice: Julie White Date: 11 March 2015

Signed on behalf of PPG: David Paine Date: 11 March 2015



### 1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? **YES /NO**

Method of engagement with PPG: Face to face, Email, Other (please specify): **The practice meets regularly Face to Face with the PPG and corresponds via Email with the extended Patient Representative Group (PRG). The PPG also has a dedicated email address for patients to contact them.**

Number of members of PPG: **We currently have 17 members in Patient Participation Group and a total of 118 members of the wider Patient Representative Group.**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3475	3478
PPG	55	63

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1113	666	787	752	1054	987	873	721
PPG		15	28	16	10	22	20	7

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	6071	15		706	12	7	7	24
PRG	102	1		9			1	1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	10	3	3	26	29	16	1	4		17
PRG						1		1		2

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:

*The PPG/PRG is promoted and publicised to patients via email, practice website, leaflets, newsletters, noticeboards and occasional script messages and during major campaigns such as annual flu clinics. PPG/PRG information is given to new and existing patients opportunistically (Annex C & D). PPG members are often present in the practice working alongside staff helping with promotions such as EDSM and Friends and Family test. The PPG is advertised to local residential and nursing homes and sheltered accommodation sites through practice visits and through close working relationships with their respective managers/wardens. PPG is advertised at baby clinics and weekly young persons' clinics and there is a dedicated noticeboard in the waiting room.*

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? YES/NO

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

*The Practice population is diverse and we aim for our PPG/PRG to be inclusive and representative of all ages/ethnicities and genders. We have*

*attempted to attract more of our younger patient population through advertising at the young persons' clinic and young Mums through the baby clinics held in-house. The PRG enables patients who are unable to attend the more formal PPG meetings to influence, comment and feedback on service provision via email. PPG members are often present in the waiting room speaking with fellow patients and seeking their feedback.*

## 2. Review of patient feedback

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

*During the year the PPG and practice have reviewed the GP Survey (<https://gp-patient.co.uk/practices>) the results of which indicated that although patients were positive about the care they receive from the practice (90% say GP was good, only 66% of patients found the experience of making an appointment good and only 23% found they were usually able to get to see or speak to the GP of choice. The practice falls short of the CCG averages in these scorings of 78% and 62% respectively.*

*The PPG and practice carried a survey during December 14 to assess patient satisfaction with the new appointment system which was introduced in September 14. The results were reviewed with the PPG appointment/access leads and further discussed at the PPG meetings on 16 December 14 and 10 February 15. Results were posted on our website and circulated to PRG members via email. The practice & PPG have undertaken to review this again at the 6 month point (end March 2014).*

*The PPG reviewed CQC feedback from inspection in August 14. Unfortunately the draft report was not received until January 15. We are still awaiting the final report.*

*Friend and Family test, DNA reports, Compliments/Complaints and referrals are reviewed and discussed at each PPG meeting.*

How frequently were these reviewed with the PPG?

*These are regularly reviewed at PPG meetings held every 2 months or as required with the PPG sub groups for Appointments & Access and CQC.*

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

*PPG undertook to work closely with practice staff to improve patient satisfaction with appointments and access. It was agreed to monitor and measure the effectiveness of changes at 3 and 6 and 12 month intervals (Dec 14, March 15 and Sep 15).*

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

*Patients were asked to prioritise their expectations from the appointment system  
Practice commissioned an independent review of access through Productive Primary Care Ltd (Dr First)  
Practice & PPG met to discuss the outcomes of review against patient expectations  
Practice & PPG worked together to deliver a revised appointment system which was introduced in September 14  
Practice & PPG continue to work together to enhance and improve access provision  
Patient Feedback is sought to measure performance and satisfaction.*

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

*Practice and PPG planned and implemented revised appointment system  
The Practice and PPG worked closely in advertising and publicising the new appointment system to patients  
An article was submitted to local newspaper published in Sep 14 (Annex A)  
An article was written in the practice newsletter (Annex B)  
A survey at 3 months indicated increased patient satisfaction with new appointment system (Annex E & F)  
Increased telephone consultation has had positive feedback from many patients and their carers*

## Priority area 2

### Description of priority area:

*PPG undertook to publicise the group to patients and raised profile amongst patients.*

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

*The PPG has been publicised through articles in local press, through Practice Newsletters and through visiting and promoting PPG in the waiting room. The PPG have maintained the courtyard in the practice planning seasonal vegetables through the summer months. A member of the PPG has worked with the Practice reception and dispensary teams to gain insight into the day to day workings of the practice. The PPG have worked closely with practice staff and been involved with introduction of sharing modules such as EDSM, they help facilitate flu clinics and patient surveys. The PPG has an established noticeboard to promote their services and advertise their contribution. A separate email address for patients to feedback directly to PPG was set up. Annexes A to C*

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

*The improved courtyard provided an interest for patients whilst waiting for the doctor and promoted the PPG.  
Patients are able to contact PPG members directly and have their comments/concerns raised through the PPG.  
PPG have been able to offer a greater insight to the workings of the practice to patients (Annex B)  
Flu clinic have run particularly well with their help  
Patients are able to chat with PPG members on an informal basis  
CQC Leads from PPG were presented and assisted throughout the day of CQC Inspection.*

### Priority area 3

#### Description of priority area:

*Review of Key Performance Indicators at PPG meetings*

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

*The practice was tasked to provide PPG members with statistics relating to set Key Performance Indicators for discussion at PPG meetings. The KPIs set were:*

*Waiting times  
DNA percentages  
Complaints and compliments  
Referrals*

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

*Information provided and publicised with PPG minutes displayed on practice website and noticeboard.  
Patients are assured that their complaints are handled openly and transparently  
As a result of PPG actions text reminders are available to patient and DNA numbers have reduced as a result.*

### 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 PPG works closely with the Practice and is a integral part of the Practice team. PPG members are regularly involved in promoting services and listening to patients in the Practice. Their contribution is greatly appreciated by the practice and their support throughout the year has been invaluable. By increasing their profile patients have benefitted from PPG members championing their cause and together we have been able to tailor service provision to meet the needs of our patients. The PRG provides an excellent source of feedback on key matters that arise and help inform the Practice/PPG team in developing services. This year has seen the culmination of PPG involvement in access review with the introduction of a new appointment system in September 14.*

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

11th March 2015



How has the practice engaged with the PPG:

*Through regular meetings and email contact. Also sub groups within PPG have been formed to meet on specific areas such as appointment and access and CQC compliance. PPG members are invited to contribute to the Practice Newsletters and views are sought on major changes such as introduction of on-line services.*

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

*Through newsletter, visiting residential and nursing homes. It is intended the PPG will hold meetings during the day in the practice to hopefully attract wider representation.*

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

*Yes, verbally through PPG meetings, GP survey reports, NHS Choices, CQC Inspection, Friends and Family test and in-house survey.*

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

*Yes, the PPG agreed and helped with the current appointment system and was instrumental in its publicity to patients.*

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

*The appointment system has improved appointment and access for patients and will continue to be monitored and measured. The practice is more responsive to the needs of patients through the awareness raised by PPG members.*

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

*The PPG will continue to work closely with the practice to build on the successes to date and ensure the best service possible for patients at Ramsey Health Centre.*