

Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Downham Family Medical Practice

Practice Code: G85057

Signed on behalf of practice: Date: 30TH March 2015

Signed on behalf of PRG: Date:

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Representative Group (PRG)

Does the Practice have a PRG? YES																																					
Method of engagement with PPG: Face to face, Email																																					
Number of members of PRG: 9 members																																					
Detail the gender mix of practice population and PRG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;"></th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">3162</td> <td style="text-align: center;">3694</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">3</td> <td style="text-align: center;">6</td> </tr> </tbody> </table>		Male	Female	Practice	3162	3694	PRG	3	6	Detail of age mix of practice population and PRG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <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 style="text-align: center;">2066</td> <td style="text-align: center;">708</td> <td style="text-align: center;">1138</td> <td style="text-align: center;">1041</td> <td style="text-align: center;">925</td> <td style="text-align: center;">445</td> <td style="text-align: center;">234</td> <td style="text-align: center;">267</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td style="text-align: center;">1</td> <td></td> <td style="text-align: center;">2</td> <td></td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> </tr> </tbody> </table>		<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	2066	708	1138	1041	925	445	234	267	PRG			1		2		3	3
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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	2379	40	0	709	260	156	27	222
PRG	8							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	9	11	4	23	186	994	606	423	0	263
PRG							1			

Describe steps taken to ensure that the PRG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

The Downham Family Medical Practice has found that the current Patient Group Membership is made up of patients who make time for the meetings and are committed to attending the meetings or giving feedback through emails. The group is not fully representative of the practice population and we will continue to encourage our patients to join the group by continuous and wide publicity in the practice and on our website. This will remain an on-going process and activity for the practice.

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

The Downham Family Medical Practice has an ever increasing young family and new parent population. On 4th October 2014 we held an open morning alongside the Practice Nurse, Health Visitors, Midwives and Health watch in the reception

area. This was to help us engage with the new mothers who were attending the postnatal clinic, also to speak with mothers of older children.

We also had a stall in the reception area for Downham Celebrates. We were able to talk to patients about the Patient Group and Healthy living. On that day patients were able to speak with a member from the Patient Group, a Practice Nurse, a GP and the Practice Manager.

We will continue to encourage our patients to join the group by continuous and wide publicity in the practice and on our website. This will remain an on-going process and activity for the practice.

Review of patient feedback

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

During this current year the feedback that the Downham Family Medical Practice Patient Group has focused on are :

Complaints

Some of the patient complaints were anonymised and share with the patient group representatives. A step by step process of what happens to a complaint once it comes into the practice was shared.

The information discussed was:

- The type of complaints
- The complaint
- The investigation
- The significant Event meeting
- Action Plan
- Outcomes

Survey on Patient experience

Friends and Family Test was introduced into the practice on the 1st December 2014. Whilst we collected this data we also did a survey for a month on Patient Experience. Keeping in line with the Friends and Family Test we wanted to know how patients felt about the experience they had on the day of their visit to the practice. There were 2 main Questions:

1.What was the reason for your visit

- GP
- NURSE
- ADMIN

2.How would you rate your experience of your visit today

- Excellent
- Good
- Satisfactory

- **Poor**
- **Unacceptable**

There was a total of 360 responses please see the table below:

Reason for visit	Excellent	Good	Satisfactory	Poor	Unacceptable
%					
GP	61%	29%	6%	2%	2%
NURSE	18%	20%	60%	2%	0
ADMIN	34%	48%	14%	4%	0

We gave patients the option to add comment we have summarised them

Positive Areas

Good doctors
Friendly receptionist
Friendly staff
Good phone appointment system
Caring doctors
Always a good experience
Doctors listen and respond well

Areas for Improvement

Not enough appointment time
Ring back should happen on time
Difficult to get appointment at times
More information on services provided
Long waiting times
Nurse hardly there

Carpet needs changing
Waiting time on phone too long
Please smile
Hard to make a nurses appointment
More late night openings

How frequently were these reviewed with the PRG?

The patient group reviews feedback quarterly when we meet we also review complaints, Friend and Family and Survey results we two months extra to ensure we got all the feedback.

2. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Patient Online Access to restart access before they end of December 2014</p>
<p>What actions were taken to address the priority?</p> <p>The Patient Online access previously had problems working for most patients. This has now been solved and the practice began online access for patients on 1st December 2014.</p> <p>We started off in December targeting patients who are working so they could sign up for online access. Every time they called they were informed of the new service.</p> <p>In January 2015 the online service was advertised:</p> <p>We have advertised online access on the practice website.</p> <p>We have added to the information to the practice leaflet</p> <p>We are in the process of getting a new LED calling and Information Screen for the reception the online access will be added to this.</p> <p>Action Date – May 2015</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The Practice Manager Dawn Benjamin asked some of the first patients who were offered online Access in December to contact her to let her know how this worked for them. Only 2 patients found it difficult to sign up for online access from home. This was done in the practice for them</p> <p>Action: Feedback forms will be given out in April once full Access to records is rolled out. Feedback will be publicised on the new LED call Information Screen Action Date – May 2015</p>

Priority area 2

Description of priority area:

Future direction of Patient Group Meetings and Engagements

What actions were taken to address the priority?

It was agreed by the Patient Group that to help with the uptake of members we need to review how we engage the patients. We decided that this coming year we will have targeted meetings for patients in disease categories. To have speaker from local agencies i.e. Downham Nutrition Project, Downham Life Exercise This will be advertised on the new LED Information Screen, on the Practice Website and leaflets will be available in the practice and in consulting rooms.

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

**This will start from April Onwards
Review in October 2015
Feedback Report March 2016
This report will feed into the Practice PRG report for 2016**

Priority area 3

Description of priority area:

Buy a new LED Information Screen for Reception.

What actions were taken to address the priority?

**The waiting area for the practice is not very well designed to advertise the services of the practice provides and local community services.
With this in mind the practice has research ways to improve displaying information. We looked at buying leaflet racks and LED screens.**

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

**A LED Information Screen is now in the process of being bought. Installation should happen before the end of April.
The aim is to have the LED Information Screen installed and working by the end of April 2015
This will be publicised on the new LED Information screen and on the patient website.**

Action Date April 2015

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. Action to be taken and achieved **by April 2014**

Appointments start booking appointments 2weeks in advance

Outcome – completed.

2. Action to be taken and achieved **by April 2014**

Communication to patients of services within the practice

Update the practice website and Leaflet to ensure all services are published

Outcome – completed

3. Action to be taken by April 2014

Communication of Data Protection Ensure patients are of the Summary of care Information and Care Data and how they can access further information – Ensure frontline staff are informed also

Outcome – completed

3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30.03/2015

How has the practice engaged with the PPG:

The Patient Group meets on a quarterly basis. However we will meet more often if we need to.

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

The practice has learnt about and engaged with a number of local groups such as Community Connexions. Downham Nutrition Project and Whitefoot and Downham Food bank

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

The practice regularly receives feedback from patient's carers and friends of patients about the services in the practice or about patient care. The feedback come via the comments put in the Comments or Compliment box in the waiting area, from the CQC comment cards and now the comments on the Friends and Family Survey.

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?

Online Booking has allowed patients to book from home without the added stress of calling the surgery the feedback has been positive

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

no