

Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Parklands Surgery, Rushden

Practice Code: K83044

Signed on behalf of practice:

Date:

Signed on behalf of PPG:

Date:

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

Does the Practice have a PPG? YES													
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face with quarterly meetings, and email communication.													
Number of members of PPG: 20													
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	49%	51%		Practice	19%	9%	10%	13%	16%	12%	12%	9%
	PPG	49%	51%		PPG		10%			30%		50%	20%

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	11779	25		52	32		9	36
PPG	20							

**These figures taken from EMIS Web – a vast majority of patients do not have a recorded ethnic group*

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	64	14	9	1	24	26	17			
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:

Whilst the group is a little weighted towards the older population we have been unable to attract young members despite extensive advertising. The Group does contains representatives from Carers, MIND and the local Night Shelter. We continue to encourage membership from groups not represented in terms of age, gender and diversity by continuing to promote the group within the Practice and on-line.

We have continued to advertise the work of the Group through the Practice website and on a Patient Forum Noticeboard located in the reception area. Information is also contained on the patient registration form which continues to raise awareness of the Group and identifies any interested new patient.

The Group holds evening meetings as this is beneficial to patients who are either in education, have children of school age or are working. The meetings are always well attended.

<p>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? <i>NO</i></p> <p>If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:</p>

2. Review of patient feedback

(Component 2 – 30% of payment)

<p>Outline the sources of feedback that were reviewed during the year:</p> <p><i>Throughout the year the Group has received and discussed all comments and suggestions submitted by patients and carers either verbally, on paper or on line.</i></p> <p><i>The Area Manager of the local Pharmacy has attended meetings to discuss issues.</i></p>

Members of the Group have fed back from informal discussions with patients whilst carrying out surveys.

Responses from the Family & Friends test have been discussed in detail.

The detail from the recent CQC Inspection Report has been reviewed.

Reports from meetings of the East Northants Locality Group have also been discussed.

How frequently were these reviewed with the PRG?

Quarterly and in between meetings via email.

3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

Priority area 1

Description of priority area: ***Service provided by Rowlands Pharmacy***

What actions were taken to address the priority?

Following a number of negative comments received from patients and carers about the service provided by the Pharmacy it was agreed to obtain further feedback from patients both in survey form and from informal discussion.

The Area Manager of the Pharmacy agreed to attend the Patient group quarterly meetings to discuss the issues raised.

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

A review was carried out by the Pharmacy on their opening hours and discussions took place with staff regarding the possibility of opening later in the evening and Saturday mornings.

Internal communication was improved within the Pharmacy to alert patients/customers of any changes to service.

Staff training was instigated and new members of staff employed.

On the return of the Pharmacist from maternity leave, systems for the issue of medications were improved.

All of the above actions were detailed in the Patient Forum notes published on the Practice website.

Priority area 2

Description of priority area: ***Redevelopment of Rushden Hospital Site***

What actions were taken to address the priority?

The Group were made aware of and discussed all actions being taken by Kier Homes on the development of the Rushden Hospital Site and its impact on the Surgery premises and patients.

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

As a result of the redevelopment of the site, major changes have been made and will continue to be made in respect of access to the Surgery. These have been communicated to patients verbally, via notices and on line.

Following discussions with the developers, agreement was reached to create 19 additional car parking spaces by the acquirement of extra land. This will in time improve facilities for patients and staff and will allow for better access especially for disabled patients.

Priority area 3

Description of priority area: **Feedback from Patients**

What actions were taken to address the priority?

Members of the group were keen to seek feedback from patients on the services provided at Parklands. As well as requesting this via the Website there is a Comments and Suggestions box within the waiting area.

Group members also volunteered to make themselves available during surgeries to promote the Friends and Family test and talk to individual patients.

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

All comments and suggestions received from patients and carers are actioned and responded to and discussed at Patient Forum meetings.

One suggestion was the provision of a bicycle rack which has proved invaluable to patients.

The outcomes of any actions are detailed in the notes which are published on the website. Following a recommendation from CQC these positive actions will also be displayed on the Patient Forum Noticeboard.

By being available within the waiting room during surgery time, Patient Forum members have been able to encourage patients to

complete the Family and Friends test survey. This has enabled the Practice to receive a great number of comments which have been discussed in detail at Patient Forum meetings and where appropriate, feedback has been given to patients.

The Group has also given consideration to the comments made via the NHS Choices website.

4. Progress on previous years

(Component 4 – 40% of payment)

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

2012 – Increased awareness and a raised profile of the practice website and availability of EMIS Access.

The establishment of a Comments and Suggestions box.

Improved car parking by the removal of high kerbs especially around the disabled car parking spaces.

Support to a GP in improving his communication with patients.

2013 - Regular meetings with the Area Manager of Rowlands Pharmacy.

Investigation into the use of text messaging to relay test results to patients.

Highlighting the positive comments received from patients in respect of the services received.

2014 - Establishment of a one way system in the Car Park.

Review of the Pharmacy opening hours to match those of the Surgery.

5. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 27 March 2015

Has the report been published on the practice website? YES

Please insert web-link to your report: www.parklandssurgery.co.uk

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?

A GP and the Practice Manager attend every meeting of the Patient Forum. The Practice Manager produces the notes which are circulated to all members and made available on the Practice website.

The Patient Forum Chair regularly discusses issues with the Practice Manager and supports other members in obtaining feedback from patients as well as attending meetings of the East Northants Locality Engagement Group.

Several members of the Forum are actively involved with outside agencies such as MIND and the local Night Shelter. We have two members who are Carers and the Practice works very closely with Northamptonshire Carers.

The Patient Forum agrees all priority areas and resulting actions.

There have been a number of improvements to the service provided to patients and carers as detailed in previous reports.

The Parklands Patient Forum is a very active group of patients who work hard to establish feedback from other patients to enable the Practice to review the services it offers. The Practice is very grateful for the support it receives from the Forum and will continue to positively promote its existence.

Please return this completed report template to england.enhancedservices-athsm@nhs.net no later than 31st March 2015. **No payments will be made to a practice under the terms of this DES if the report is not submitted by 31st March 2015.**