

Annex D: Standard Reporting Template

[Name] Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Amersham Health Centre

Practice Code: K82004

Signed on behalf of practice: Date: 18/03/15

Signed on behalf of PPG: Date: 18/03/15

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

Does the Practice have a PPG? YES / NO YES
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face & email
Number of members of PPG: 45

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PPG	38%	62%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-54	55-64	65-74	> 75
Practice	22%	7%	11%	30%	12%	9%	9%
PPG	0	0	0	33%	22%	27%	18%

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	5254	70	0	1178	30	35	105	114
PRG	37	1			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	592	86	25	81	261	41	20	14	1	118
PRG	1			1	2					1

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 surgery is still striving to expand its patient group numbers by advertising for new members in our newsletters, via a poster in the waiting room, flyers and a notice on the practice website. We have also texted all the patients that we have mobile numbers for to see if they would be interested in joining the group. We currently have mobile numbers for at least 53% of our patients and therefore feel that we are advertising the group to a wide range of people including many of our younger patients.

We have extended the invitation to join the group to staff from care homes, patients on our mental health register and learning disabilities register.

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:

We have a large number of care homes in our catchment area which is why we have extended the invitation to the group to staff from the care homes.

2. Review of patient feedback

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

Friends & Family Forms, feedback from Patient Group, comments box in reception, NHS Website

How frequently were these reviewed with the PRG? **The group aims to meet quarterly to review feedback**

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Privacy for patients using waiting room blood pressure monitor.

What actions were taken to address the priority?

We were asked if we could move our waiting-room blood pressure monitor for more privacy – we moved it behind a partition in a quieter part of the waiting room.

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

Patients are now able to take their blood pressure in a quieter area and are not watched by other patients waiting for appointments.

Priority area 2

Description of priority area:

Patient Information/Communication

Re: Saturday/Sunrise Surgeries – not all our patients are aware that we have a surgery on Saturday mornings with a doctor and early on a Monday morning with a doctor and nurse.

Re: Encouraging use of on-line services; including booking appointments, ordering prescriptions and use of website

Re: Communication – to improve communication with patients via texting –

What actions were taken to address the priority?

Re: Saturday/Sunrise Surgeries

We were asked to put the Saturday & Sunrise information on the patient display screen and in newsletters which we have done. We have also put posters and flyers in the waiting room.

Re: Encouraging use of on-line services

The vision on-line forms are always on the reception desk and our volunteers encourage patients to take them. Vision on-line is also on the front page of our website and has been advertised in our newsletters.

Re: Communication – to improve communication with patients via texting

The practice continues to look at new ways of improving communication with patients so that patients are informed about our services. The importance of this was highlighted at a Patient Participation Group meeting and also at a sub-group organised to discuss communication issues.

The number of patient mobile phone numbers held by the practice was increased by:

1. Requesting the information in the autumn newsletter.
2. Admin staff, volunteers and clinicians handing out slips to patients directly.

Texting was used to:

- a) Remind patients about their appointments – which should also reduce the rate of D.N.A's
- b) Inform them of the retirement of a longstanding partner and replacement by a new doctor.
- c) Inform them of the availability of Practice Bulletin – which contains information about our services.
- d) Gain feedback from friends & family in Dec 2014/Jan 2015.

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

Patients are now more aware of the extended hours surgeries. These surgeries are very popular with our working population and are always full. The number of patients signing up to use the vision online services is also increasing.

Priority area 3

Description of priority area:

Patient Advice & Education on how to access, and the appropriate use of A&E, MIU & NHS111

What actions were taken to address the priority?

We were asked to publicise the appropriate use of A&E, the minor injuries unit and NHS 111 – we did this in our Spring 2014 and Autumn 2014 newsletters (see attached). This information is also on the notice board on our website and on our callboard.

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

Has increased the appropriate use of these services to enhance patient care and reduced inappropriate use of A&E.

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):

Ongoing Issues

In 2014 the surgery introduced a local 01494 telephone number for all lines into the surgery, this had been an ongoing issue discussed at many patient group meetings as patients were unhappy with the 08444 number. Patients are still able to queue on the new telephone system as patient group members have said that it is more re-assuring to wait in a queue than to have to keep re-dialling. As a surgery we do feel that this has increased the volume of calls that the surgery receives as patients are happier to call an 01494 number.

As of 5th March 2015 1,576 patients were registered to use vision on-line and able to request prescriptions on-line and book some appointments. As this number increases the practice will be able to make more appointments available for booking on-line and we hope that this will decrease the numbers of calls that we receive.

Repeat medication can also be requested via our web site, but all the details of the medicines required have to be typed in to the request form. The on-line repeat prescription service which is now available shows you a list of your repeat medication and you just select what is needed.

We are constantly looking at ways to improve communication with our patients and are doing this more and more through text messages and on our website.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 18/03/15

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? **Yes the patient group feels that the surgery is working hard to engage all groups of patients. It was felt that young people were very difficult to reach but are unlikely to have much interest in participating.**

Has the practice received patient and carer feedback from a variety of sources? **Yes from the patient group, the friends & family test, from the NHS Choices website and the surgery's suggestion box. The group also has a representative from carers bucks who is able to feedback information from their clients and suggested that when a carers clinic is started in conjunction with the surgery they could give those patients a questionnaire.**

Was the PPG involved in the agreement of priority areas and the resulting action plan? **Yes the priorities areas were agreed at the patient participation meeting on 12th March 2014 and the group has been updated on the actions taken.**

How has the service offered to patients and carers improved as a result of the implementation of the action plan? **The group felt that the comments from the friends & family test show how well the surgery is doing.**

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

The surgery has a large and very active PPG. Its members want to support the practice and help in anyway they can. Several members volunteer in the surgery on a regular basis. Members feel that the meetings are very positive and say that they wouldn't keep coming to meetings if they didn't feel that they could contribute something.