

# Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **The Glenfield Surgery**

Practice Code: **C82056**

Signed on behalf of practice: Angela Tilley Operations Manager

Date: 26<sup>th</sup> March 2015

Signed on behalf of PPG: Mick Reeves PPG Chairperson

Date: 26<sup>th</sup> March 2015

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

Does the Practice have a PPG? <b>YES</b>													
Method of engagement with PPG: <b>Face to face, Email, Telephone</b>													
Number of members of PPG: <b>9</b>													
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:								
%	Male				%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	49%				Practice	18%	7%	10%	12%	14%	13%	12%	11%
PPG	22%				PPG						55%	45%	

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	<b>100% of data not available</b>							
PPG	<b>100% of data not available</b>							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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:

**Currently there is a larger proportion of female participants – looking to recruit more males and younger members. We advertise the PPG on our Community TV screen, PPG have their own Notice Board in both waiting rooms and on our website and looking at possibly face to face in the surgery. The PPG is in the process of compiling a newsletter to distribute locally to promote the group as well as facilities offered in the surgery. The PPG are also looking to build the numbers in the virtual PPG – currently there are 5.**

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:

**Patient Experience Questionnaires – Over December/January – Generally there were more positive than negative responses**

**Family & Friends Test – Commenced in December 2014 – not a large response to take from at present**

**Practice Website – Comments/Suggestions – online – not a large response currently**

**Suggestion Box – in main reception**

**Complaints/compliments – verbal/written/online – reviewed with and by relevant staff**

**Feedback of patient via Healthwatch ‘Enter & View’ - January 2015**

How frequently were these reviewed with the PRG?

**Reviewed on a monthly basis and we meet formally on a quarterly basis.**

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><b>Telephone – patients highlighting problems getting through to make appointments</b></p>
<p>What actions were taken to address the priority?</p> <p><b>Reviewed telephone system – had additional telephone line and computer installed Extra member of staff – more staff to man the phones at peak time (8.30 – 10.30) We are also undertaking a review of telephony training for our reception staff in order to help them handle calls more effectively.</b></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><b>We are in the early stages of this action plan, however, we will monitor over the next month and we will deliver feedback. We will publicise the findings on the Notice boards in the waiting rooms, on the website and on the Community Network TV. We will also seek patient feedback later in the year.</b></p>

## Priority area 2

Description of priority area:

**Staffing turnover November/December – Loss of salaried GP’s – lack of clinical appointments.**

What actions were taken to address the priority?

**High priority was to continue to deliver a high quality of service. Due to increased pressure undertook aggressive advertising to recruit. Initially it was a struggle to recruit 2 further salaried GP’s therefore, in order to help alleviate the pressure in maintaining a high quality of care we took on 2 locums.**

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

**Result of the above action enabled us to maintain a high quality of service for the patients without disruption. We informed and discussed this with the PPG. Eventually, we managed to recruit a part-time salaried GP whilst maintaining the 2 part-time locums. We also appointed 2 nurses to increase clinical appointments. The new staff members are on the surgery website.**

### Priority area 3

Description of priority area:

**Infrastructure – Looking to increase facilities due to increasing patient list size.**

What actions were taken to address the priority?

**Applied for further funding from Primary Care Infrastructure NHS England for an improvement grant. We discussed this with our PPG and advised that we would also look at alternative options for possible funding.**

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

**Waiting to hear from Primary Care Infrastructure fund as to whether we have been successful or not. We consider this a high priority to enable us to continue to deliver a high quality of service to our patients.**

## 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):

Décor – the premises have been redecorated following comments from Patients in the previous year.

Patients can now book online via the link on the website as well as order repeat prescriptions.

Following non-completion of a survey in 2013/14 – a survey was carried out towards the end of 2014 to identify Progress on the previous years and the results will be published on the website shortly.

#### 4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: 26<sup>th</sup> March 2015

Has the report been published on the practice website? **YES**

How has the practice engaged with the PPG:

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

**Virtual PPG set up (this is an email forum where information sent via email to group members) – can apply to be a member either online via Practice website or with forms in reception next to PPG Notice Board.**

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

**Receive patients' suggestions from suggestion box, which are discussed at our PPG the meetings.**

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

**PPG has been involved in the priority areas – discussions at PPG meetings and meetings with the Partners resulting in action plans. PPG were present when Healthwatch 'Enter & View' took place and gave feedback and suggestions. Successful visit from Healthwatch with positive patient feedback. Report will be published shortly.**

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

**Following implementation of action plans initial response is favourable (but we are still monitoring). All improvements help us to maintain high standards which we are continually striving for, for the benefit of enhancing the well-being of the patients.**



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

**Patients are our highest priority and our patients are integral to maintaining continuity of a high quality of care by providing valuable feedback. The work and support of the PPG with the Practice is greatly appreciated.**

Please return this completed report template to the generic email box – [england.leiclincsmedical@nhs.net](mailto:england.leiclincsmedical@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.