


# Annex D: Standard Reporting Template


London Region [North Central & East/North West/South London] Area Team  
 2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Woodlands Practice

Practice Code: Y00542

Signed on behalf of practice: 

Rebecca Green (Practice Manager) Date: 24<sup>th</sup> March 2016

Signed on behalf of PPG: 

Date: 24<sup>th</sup> March 2016

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, telephone, email and letters													
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										
	Practice	4686	5041		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
	PRG	5	15		Practice	2096	954	1266	1424	1658	1026	718	585
					PRG	0	0	1	2	6	6	2	3

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	1339	3	0	724	64	52	54	64
PRG	17	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	159	21	85	180	82	1	2	26	0	11
PRG	2	0	0	0	0	0	1	0	0	0

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 Practice continually seeks to encourage new members to ensure there is a fair representation of our registered patients. Posters are displayed in the waiting room throughout the year, invitations attached to prescriptions requests to try and reach patients that do not necessarily attend the practice. We also have a section within our patient registration form to recruit new members.

We identified that we are still striving to gain patient representatives from the age range of 16-24. It was previously agreed to target this group by the receptionist handing out invitations specifically to patients in this age range. Unfortunately, we were not able to gain any interest from patients from this age group to be part of our PRG.

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: N/A

## 2. Review of patient feedback

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

Patient surveys were made available to patients attending the practice, whether it was for themselves or on behalf of someone else. Surveys were available in the reception area and a submission box was placed in the waiting room for patients to put their completed surveys in to ensure they remain anonymous. Surveys were also posted and emailed to our PPG members and housebound patients. Comments on FFT surveys/complaints, written and verbal feedback were also considered.

How frequently were these reviewed with the PRG?

Annually

## 3. Action plan priority areas and implementation

### Priority area 1

Description of priority area:

Educate/promote late night opening hours to patients

What actions were taken to address the priority?

Please see attached action plan

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

Details are included in the attached action plan. It is intended that the actions taken will create greater patient awareness of our late night opening hours to support patient demand.

## Priority area 2

### Description of priority area:

Educate & promote the privacy room. Following our practice refurbishment, we now have a 'privacy room' to allow patients the ability to speak with the reception team about confidential matters. The results from the patient survey showed a very low awareness of this facility which we expected as it's a new feature of the practice.

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

Please see attached action plan

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

Details are included in the attached action plan. It is intended that the actions taken will create greater patient awareness of our privacy room to support patient confidentiality within our open plan reception/waiting area.

## Priority area 3

### Description of priority area:

Educate & promote Patient Online Access services available

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

Please see attached action plan

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

Details are included in the attached action plan. It is intended that the actions taken will create greater patient awareness of the benefits of using the online service. It is the practice's aim to encourage patient's to review their medical record and use the facilities available to offer an accessible service 24 hours a day. This will reduce telephone and face to face contact and therefore release the practice staff to be available for other patient enquiries.

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):

**Review of 2014-15 action plan progress**

**Objective:** Educate/promote opening hours and services available

- Send text message to patients – Text sent to whole practice population who have a mobile informing them of opening hours.
- Improve & update notices in waiting room – Following practice refurbishment, new notice boards have been added and opening hours displayed. Further posters have been created to display the opening hours and out of hours services externally
- Practice information sheet – A smaller information sheet has been created for reception staff to hand out which has key practice information

**Objective:** Educate/promote Patient Online Access services available

- Ensure all new patient registration packs include information regarding Patient Online Access – Patient Online Access information is now included in all new registration packs.
- Send text message to patients – Text sent to all patients over the age of 16 who have a mobile informing them of this service.
- Display in practice waiting room - Following practice refurbishment, new notice boards have been added and patient Online Access information displayed.
- Administration team meeting – during team meetings all staff continually encouraged to explain the online service including the benefits to the patient and how to apply.

**Objective:** Feedback to reception staff patients satisfied with welcome.

- Discuss at administration meeting – This information was discussed with the practice staff at the April Admin Meeting following the questionnaire completion.

**Objective:** Summary Care Record (SCR) awareness

- Continue to improve patient awareness through website, waiting room display, new patient registration packs – We continue to improve our displays regularly and update whenever there is an update.
- Set up patient newsletter & add details of SCR which will be displayed in waiting room & a copy available to read on the practice website – Patient newsletter is issued quarterly and includes this information.

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 24<sup>th</sup> March 2016

**How has the practice engaged with the PPG:**

Meetings, email, letters and telephone conversations

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

The practice registration pack, our website and notice board displays all invite new patients to join the PPG group with information on how to apply. As previously mentioned in this report, the 16-24 year old group is currently not represented. Despite receptionists/clinicians actively inviting this age group, we have still been unsuccessful. Moving forward we plan to continue this approach and in addition send PPG invites via text message to this target age group.

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

Yes we believe this to be the case as the patient surveys were handed out to patients attending the practice, whether it was for themselves or on behalf of someone else. Surveys were available from the reception area and a box was in the waiting room for patients to put their completed surveys in, so they could remain anonymous. Surveys were also posted to our PPG members and housebound patients. Comments on FFT surveys/complaints, written and verbal feedback were also considered.

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

Yes – The action plan was reviewed and feedback received by 15<sup>th</sup> March 2016.

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

Overall patient satisfaction with the Practice and reception staff has increased from 96.6% to 98.5% within the last year. Awareness of the following has seen an improvement through the results from the patient survey:

- Opening hours awareness has increased slightly from 62.3% to 63.5%
- Patient Online Access awareness has increased from 37.7% to 58%

The above results demonstrate the improvements we have implemented have been successful in achieving our aims. Unfortunately, we received a decline in the % awareness of Summary Care Record understanding. This will be addressed in this year's improvement plan.

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

We intend to continue holding quarterly meetings with the PPG. Our priority is to seek PPG members between the ages of 16-24 to represent this age group. We are hopeful that through promotion we may be able to secure some new members to the group who will support our practice's aims.