Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Station View Health Centre

Practice Code: C82043

Signed on behalf of practice: Judith Goldsworthy Date: 17/2/15

Signed on behalf of PPG: Frank Cowlin Date: 17/2/15

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify)Face to face & Email | |
| Number of members of PPG: 40 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49 | 51 | | PPG | 54 | 46 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 10 | 5 | 13 | 14 | 16 | 13 | 13 | 6 | | PPG | - | 2 | 6 | 19 | 9 | 28 | 30 | 6 | |
| Detail the ethnic background of your practice population and PPG: (estimates only not all detailed)   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed | | Practice | 75 | 2 | 1 | 2 | 3 | 2 | 1 |  | | PPG | 90 | 1 |  |  |  |  | 4 |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 6 | 2 |  | 1 | 1 | 1 | 1 |  |  |  | | PPG | 2 |  |  |  |  |  |  |  |  |  | | |
| 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 investigating some younger members of the participation group as we know we are heavy towards the older age on the scale. Working with local college to see if we can get some student/patients involved. | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Survey results and questions brought to PG meetings. |
| How frequently were these reviewed with the PRG?  Bi Monthly |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Difficulty booking appointments and more appointments needed. |
| What actions were taken to address the priority?  A new workstation and telephone extension were installed Q1, and a new advanced nurse practitioner recruited in Q2 to give additional appointments. |
| Result of actions and impact on patients and carers (including how publicised):  Publicised in the waiting area, on the website, and a clear increase in ‘book on the day’ appointments evident. |

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| Priority area 2 |
| Description of priority area:  Privacy in the waiting room. |
| What actions were taken to address the priority?  Poor layout means that the queuing system needs to be in front of the desk, to allow the queue to not obstruct the doors and the cold getting in. This cannot be changed effectively so a new private interview room is currently under construction to allow patients to request private conversations if required. |
| Result of actions and impact on patients and carers (including how publicised):  Will be clearly noticeable as glass room at the side of the reception counter, but all receptionists will offer its availability and signage could be used also. |

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| Priority area 3 |
| Description of priority area:  Online appointments and phlebotomy appointments. |
| What actions were taken to address the priority?  Q1 on line appointments set up and system working effectively.  Phlebotomy appointments, promoting the availability of Hill street pre-bookable appointments started as some patients are unhappy with queuing for on the day appointments. |
| Result of actions and impact on patients and carers (including how publicised):  On line booking has allowed for better availability and ease of booking appointments for patients who wish to do this way.  Phlebotomy, patients are still unhappy with the waiting time for appointments at Hill street so do tend to want to still come to us for their appointments. Introduced a new number system, so patients can wait in order of arrival, to make for a fairer queuing system. |

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):

Same issues as previous years, but this year with the introduction of a new privacy room and also a new telephone system we are hoping that many issues will be resolved. Will continually need to monitor situation as with patient numbers increasing, demands increase accordingly, and we will need to be fluid in our approach.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 17/2/15  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?  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?  E-mails sent to all for invites to meetings and requesting feedback on any issues. Feedback received in person and via mail. Action plan agreed with the PPG early in the year with set timescales according to priority. Hopefully service already improved with the introduction of a new GP and ANP, but will continue to improve with a new phone system in March. |

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