

Annex D: Standard Reporting Template

NHS Greater Manchester
2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Name: SULLIVAN WAY SURGERY

Practice Code: P92011

Signed on behalf of practice: Elaine Sharples

Date: 16.3.2016.

Signed on behalf of PPG: Carol Johnson

Date: 16.3.2016.

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

Does the Practice have a PPG? <u>YES</u> / NO																																																	
Method of engagement with PPG: Face to face, Email, Other (please specify) FACE TO FACE, AND VIA WEBSITE																																																	
Number of members of PPG: 17																																																	
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">51</td> <td style="text-align: center;">49</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">53</td> <td style="text-align: center;">47</td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	%	Male	Female	Practice	51	49	PRG	53	47				Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><u><16</u></th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">18.2</td> <td style="text-align: center;">9.82</td> <td style="text-align: center;">13.02</td> <td style="text-align: center;">12.96</td> <td style="text-align: center;">16.1</td> <td style="text-align: center;">11.69</td> <td style="text-align: center;">10.84</td> <td style="text-align: center;">7.35</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">11.77</td> <td style="text-align: center;">17.66</td> <td style="text-align: center;">23.48</td> <td style="text-align: center;">11.77</td> <td style="text-align: center;">17.66</td> <td style="text-align: center;">17.66</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td style="text-align: center;">6</td> </tr> </tbody> </table>	%	<u><16</u>	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	18.2	9.82	13.02	12.96	16.1	11.69	10.84	7.35	PRG	0	0	11.77	17.66	23.48	11.77	17.66	17.66									6
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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	7435	22	0	60	4	4	9	4
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	4	2	0	1	0	15	2	0	0	0
PRG	0	0	0	0	0	0	0	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:

Specific patients targeted – by discussion at practice meetings with partners
 Jayex patient display board
 Information in waiting room

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:

2. Review of patient feedback

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

Appointment system reviewed and access to appointments and prescriptions.

EPS being commenced March 2016.

Patient feedback in surgery, website

Feedback from Friends and Family questionnaires

Increased on line access from April 2016 – outline of this and what information patients can access.

Feedback to the group on our recent CQC inspection, information in waiting room and on Jayex board. Some members of the PPG were contacted by the CQC on the day of the visit.

Health promotion screen has been installed in the practice

Carers Association meeting with PPG

Setting up a walking group

New premises development

How frequently were these reviewed with the PRG? quarterly

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Patient access – patient consultations and tests will be accessible from April 2016.</p>
<p>What actions were taken to address the priority?</p> <p>Explanation on what information is available to patients. Written consent by completion of forms available on reception.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Discussion with PPG and information in waiting room, jayex board, and newsletter.</p>

Priority area 2

Description of priority area:

New premises development – the practice has no spare capacity and no room for development. We have become a training practice.

What actions were taken to address the priority?

Meeting held with Eric Wright and Co to address this ongoing issue of more space requirements for the practice so that services can be developed.

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

Information as and when this is available. There have been 3 possible sites for development. We await further meetings.

Priority area 3

Description of priority area:

INR Warfarin testing

New scheme explained where patients can undertake home monitoring. They would attend one of the 4 surgeries set up for this initially. The nurse will show the patient how to use the machine and then the patient undertakes the blood testing at home. Results are sent via phone and the nurse contacts them with the dose and date of next test.

What actions were taken to address the priority?

Questionnaires sent out to all patients taking Warfarin. A good response showing a lot of patients were interested in this.

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

Several people are now signed up for this and have been referred to this service.

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):

Appointment system discussion.

Patient demand discussed and how the system has been changed to cope with this. More telephone consultations now available and advance booking available. The practice has received excellent feedback since the changes took place.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 31.3.16.

How has the practice engaged with the PPG:

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

Information in waiting room and website.

Has the practice received patient and carer feedback from a variety of sources? Yes, via Website and via reception.

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes, plan discussed in March and agreed.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? More awareness of the appointment system and why it is in place. Feeding back to the group and asking if improvements have been seen on changes that have been implemented.

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

We have had someone from the Carers Organisation come to speak to the group about their service, and information is now available in the waiting room.

We appreciate our PPG and the help they have given the practice by positive discussions, lively interaction and questioning, and hands on help.