

Annex D: Standard Reporting Template

Cheshire, Warrington & Wirral Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: TEEHEY LANE MEDICAL CENTRE

Practice Code: N85057

Signed on behalf of practice: DR M SALAHUDDIN Date: 27/03/2015

Signed on behalf of PPG: Mr W C Kenyon Date 30/03/2015:

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

Does the Practice have a PPG? YES												
Method of engagement with PPG: Face to face, Email, Other (please specify)												
Face to face, email, telephone.												
Number of members of PPG:												
4												
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:							
	%	Male	Female		<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
	Practice	52.22%	47.78%		13.04	7.54%	11.38	11.29	16.27	15.46	14.18	10.8
	PRG	50%	50%		%	%	%	%	%	%	%	1%
	PRG									25%	75%	

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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	1807	2	0	13	0	0	2	7
PRG	4							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	8	14	1	42	6	4	3	1	0	0
PRG										

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:

- Invitations to join PPG
- Advertised on Reception
- Active involvement of patients
- Newsletter and Leaflets

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:

Patient feedback through internal surveys, FFT, previous minutes of meetings

How frequently were these reviewed with the PRG?

3-4 times annually

FFT is collected on monthly basis and is discussed in patient group meetings

Internal survey are done on various aspects throughout the year

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="206 389 586 421">Description of priority area:</p> <p data-bbox="206 462 2020 533">Patient survey was discussed in the meeting and participant's recommended that surveys should not include leading and loading questions. Also they should be piloted.</p>
<p data-bbox="206 724 887 756">What actions were taken to address the priority?</p> <p data-bbox="206 798 1599 979">Patient surveys should be piloted considering time frame Only relevant questions should be on the survey Survey would be sent to the participants through email feedback – members will give their opinions Advise any changes required Confirm whether adequate time has been provided to complete the survey</p>
<p data-bbox="206 1091 1312 1123">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="206 1165 1016 1315">Encouraging feedback from patients Better understanding in providing convenience to patients Continuous improvements Implementation of new/required services</p>

Priority area 2

Description of priority area:

Podiatry Service

What actions were taken to address the priority?

Clinical search – how many patients required podiatry service

Discussed with patients that we will contact CCG and get an in-house podiatry services

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

Discussions in progress -

Priority area 3

Description of priority area:

Patient Online Access

What actions were taken to address the priority?

It was discussed in the meeting regarding various online services provided at the surgery
Participants were informed about the online appointments, prescriptions, medical record viewing.
Communicating all patients how to use them.
Email newsletter to all PPG members to get feedback
Leaflets and information letters to be placed – including information of new services
A query was raised that patients still have to come in to pick up prescriptions for controlled drugs.

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

Information was put on website to access online services
Leaflets were provided to patients
Posters were placed on the information boards.
Telephone contact was provided to patients who required more information/guidance
Activities aiming to enhance patient experience

Priority area 4

Description of priority area:

Information kiosks/LEDs/Patient Waiting Screen

What actions were taken to address the priority?

Different way of providing information to patients

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

Patient satisfaction achieved.

Information Leaflets

Newsletters

Patient Online access to appointments

Online access to medications

Information kiosks

Priority area 5

Description of priority area:

Electronic Prescribing – Controlled Drugs, patients have to come in to collect prescriptions for controlled drug

What actions were taken to address the priority?

Member raised query regarding controlled drugs

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

Dr. Salahuddin explained patient that controlled drugs can help

- Monitor any unrequired issues
- Control the budgetary prescriptions
- Ensure that medication review are done before they are issued.

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):

- Better patient calling systems
- Waiting times has improved
- More information of services on leaflet and newsletter
- Patient Participation
- Continuation and Addition of New services

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26/03/2015

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?

The practice engages itself with the PPG and ensures that all priority aspects. We receive feedback through various internal surveys time to time, and also from FFT.

The discussions that take place in the meetings, are well addressed and actioned, achieving continuous improvement. We aim to fulfil the key priority areas and the success has been significant.

We also aim to achieve diversity in our group and have invited through our newsletters, leaflets and information available on the reception. Patients are encouraged to provide their opinions and we let them know that their suggestion counts.