

Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Dr. Grande & Partners

Practice Code: D81028

Signed on behalf of practice: *Dr. S. Poole*

Date: 31.3.15

Signed on behalf of PPG/PRG: *Fei-Ni Toole*

Date: 31.3.15

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

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	The practice has a long established face-to-face PPG and also a Virtual Patient Reference Group (VPRG) who we consult on email.
Number of members of PPG:	PPG = 14 VPRG = 845

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	5814	6213									
PPG	4	10		20	9	11	14	15	12	9	10
VPRG	359	486						15	39	31	15
				1	13	30	20	15	12	6	3

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	67.4%	1.2%	0.8%	5.3%	?	?	3.2%	2.4%
PPG	72.7%	0.7%	0%	12.9%	0.1%	0.2%	0.4%	0.5%

	Asian/ Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	3.7%	?	?	?	?	1.2%	0.8%	0.6%		11.4%
PPG	4.4%			0.9	0.2	0.5%				6.5%

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:

All patients are offered the opportunity of joining the VPRG on registration and we promote the PPG in our newsletters.

The VPRG was added to complement the PPG which has been running for many years now, enabling us to reach a broader base of patients and help to be more representation of the Practice population. We will be working over the coming year to continue to strengthen links between the PPG and the Virtual Group.

We have a higher than average population of patients aged over 65 and our face-to-face PPG reflects this. We have tried to encourage the younger population to join the patient group by using the local colleges, and whilst we have had a couple of under 20's on our PPG their tenure was limited as they left to go to higher education. We also recognise that we need a

more equitable gender balance on the PPG and will be reviewing our PPG membership.

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 (Lesbian Gay Bisexual Transgender) community? YES/~~NO~~

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

The Practice is trying to address the lack of representation of the traveller patient community through direct consultation, working in partnership with the Traveller Liaison Nurse and we are planning a specific survey with this group next year.

2. Review of patient feedback

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

We have reviewed all feedback received from the following sources

- Suggestion boxes
- Complaints Process
- Virtual Suggestion Box (Email)
- Verbal and Written Feedback
- Surveys
- Family and Friends Cards
- Verbal feedback given to the PPG members
- NHS Choices
- Informal Feedback
- Thank You Cards

At our next PPG meeting in May we will share our Patient Feedback annual report with the PPG. This will be published on the web site following the meeting and any changes suggested being made.

How frequently were these reviewed with the PPG?

Our PPG meets every two months in the evening, and the minutes are published on a

noticeboard at each surgery and also on the web site. We review patient feedback at least 4 times a year with the PPG, and we are also currently working on a 'you asked we did' notice board to highlight changes made as a result of patient feedback.

Action plan priority areas and implementation

Priority area 1

Description of priority area: Improve patient engagement and work towards the PPG and VPRG being representative.

What actions were taken to address the priority?

- We have taken active steps to encourage membership of the VPRG by offering this to all new patients at the time of registration, and publicising it in the Practice newsletters and website.
- We have developed links between the VPRG and the PPG to improve the information flow between the two groups, and we plan to further develop this.
- The PPG with support from the Practice has been active in organising community health promotion and information events, which have been very well received and also helped raise the profile of the PPG and VPRG. Analysis of completed feedback questionnaires has helped inform areas of interest for subsequent health-related events.

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

- The VPRG membership currently at 7% of our registered patients has exceeded our initial goal of 5% of patients and broadened representation of the patient population. They include patients from all the smaller villages covered by the Practice. We aim to continue this growth.
- Patients from the travelling community who were unable to take part in surveys in the past will be supported by the Traveller Liaison Nurse and this will ensure we consider their needs when planning services.
- We will be publishing an annual report on Patient Engagement and the work of the PPG and VPRG, this will be available on our web site and we will also cover this in our

regular practice newsletter.

Priority area 2

Description of priority area:

To communicate news and information to patients regarding the practice, PPG and other health issues.

To increase electronic communication with patients

What actions were taken to address the priority?

- We update the website and NHS choices each month and the PPG Chair now has rights to update the patient participation areas of the web site directly.
- We have published newsletters (available on our web site), and also print 3000 hard copies that are available in our waiting rooms, local libraries, community centres, day centres, care homes.
- Our PPG in collaboration with local community centres, have held several health-related events over the past year with topics such as Prostate Cancer, Healthy Eating, Diabetes, Heart Start training.
- We have increased the number of patients who have registered for SMS alerts by more than 100%
- We have increased the number of patients registered for online services to almost 3000
- We have used the VPRG network to send out information on local consultations for the CCG, Surveys on the appointment system, information about the new appointment system, invitations to attend PPG community events etc.

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

- Patients have more options on how they would like to be informed on what is happening at the practice.
- An increasing number of patients of our Practice and other practices are benefitting from attending PPG community health-related events, which have been evaluated.

- We publicise the electronic communication methods in our waiting room, in our new patient registration pack, on the web site, and in our newsletters.

Priority area 3

Description of priority area:

To improve Telephone Access

What actions were taken to address the priority?

- We obtained quotes and purchased a modern digital telephone system.
- We increased capacity by adding 8 more lines and by using direct dial facility to divert non-patient calls away from the reception team.
- We purchased management software so we can monitor the busy times and match staffing, and also monitor how long patients wait to be answered.
- We have increased the number of patients using online booking to free capacity on the telephone lines at peak periods.

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

We carried out a patient survey and this demonstrated an improvement in patient satisfaction with the lines.

Patients can now get through to the surgery more easily.

We used the web site, newsletter and a special extra short edition to keep patients informed.

Priority area 4 (added)

Description of priority area:

PPG to actively engage with the CCG / LCG

What actions were taken to address the priority?

- Our PPG Chair attends the Cam Health Patient Forum, which is a standing item on the PPG meeting agenda.
- PPG representatives have actively participated in public CCG consultation events and completed consultation questionnaires.
- A senior member of CCG's Engagement Team has attended our PPG meetings at our invitation, in relation to the Older People's Services tender consultation, and the 111: GP Out-of-Hours consultation.

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

- The minutes of the PPG meetings, which are public on our web site, contain some information about the wider meetings and changes in the NHS to keep our patient population informed.
- We add a hard copy of the minutes to the PPG notice board.
- Public consultations about local NHS services are published on the website to encourage patients to respond.
- In addition, VPRG members are emailed directly with information about public consultations.

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):

We completed all of our actions from the previous year's action plan. We are fortunate to have such an engaged and enthusiastic PPG, which have helped the practice widen patient engagement, and involve the patients in public consultation.

3. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 31.3.15

How has the practice engaged with the PPG:

Through regular PPG meetings held every two months, and by email between meetings. Our PPG chair is very active and liaises with the Lead GP Simon Poole and the practice manager between meetings as necessary. Our PPG is also a member of NAPP.

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

The practice engages with other groups by attending and participating in meetings such as the parish council plan, the older person's forum, meeting with the local Wardens and the older person's co-ordinator. We also link with the children's centre. We work in partnership with the Traveller Liaison nurse and the Community Matron. We also work with local charities and services and provide room for them to meet with patients in our premises.

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

We have received feedback through the following sources :-

- Suggestion boxes
- Letters
- Emails to the virtual suggestion box
- Family and friends cards
- NHS choices comments
- Informal feedback
- Verbal feedback
- Surveys
- Cards

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

The Priority areas and action plan were produced in partnership with the PPG and approved at a PPG meeting. This can be found in the March 2014 PPG minutes on the practice web site.

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

The practice has made changes to practice systems and working methods as a result of the action plan and patient feedback. The areas in the action plan have improved, telephone

access in particular.

The Practice, PPG and local community centre have held many health events that have benefitted the practice population.

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

- The practice has met with the Traveller Liaison Nurse and we have given her Family and Friend Test cards to complete as many travellers have issues with literacy. We have also agreed to run a survey with this group in April 2015 as they are not represented on the PPG or VPRG
- The practice ran a carers course with Crossroads, which benefitted carers.
- The PPG has developed over the years and now has a broader focus including looking at the wider NHS and commissioning.