

# Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Red House Surgery

Practice Code: K82013

Signed on behalf of practice:

Date:

11/3/15

Signed on behalf of PPG:

Date:

11.3.15

*David Lewis*

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

Does the Practice have a PPG? <b>YES</b>																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>a) face to face meetings and b) by Email</b>																																					
Number of members of PPG: <b>face to face group about 25-30 active members, Email group about 300 active members</b>																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 35%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>48.32%</td> <td>51.68%</td> </tr> <tr> <td>PPG</td> <td>43%</td> <td>58%</td> </tr> </tbody> </table>	%	Male	Female	Practice	48.32%	51.68%	PPG	43%	58%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</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%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>18%</td> <td>8%</td> <td>14%</td> <td>13%</td> <td>14%</td> <td>13%</td> <td>11%</td> <td>9%</td> </tr> <tr> <td>PPG</td> <td>1%</td> <td>2%</td> <td>5%</td> <td>13%</td> <td>15%</td> <td>25%</td> <td>33%</td> <td>8%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	18%	8%	14%	13%	14%	13%	11%	9%	PPG	1%	2%	5%	13%	15%	25%	33%	8%
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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	63%	0.42%	0	7%	0.67%	3.%	0.53%	0.48%
PPG	95%	2%	1%	0%	0%	0%	2%	1%

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.93%	0.82%	1.85%	0.31%	0.70%	0.99%	0.36%	0.27%	0%	0.31%
PPG	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:

**In earlier years the Practice in conjunction with PPG members undertook a series of events to encourage recruitment of underrepresented patient groups. These included visits and presentations to sixth forms at several local schools, a GP talking about the PPG at a meeting at his Mosque, drives to attract new mothers, advertising in and about the Surgery, the distribution of PPG Information packs, Advertising on the Practice website.**

**Most recently the Practice has developed a registration pack to be given to all new patients with information about the PPG and a sign-up sheet.**

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:

2. Review of patient feedback

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

**All available sources of feedback have been used in these reviews. These have included:**

- a) all 'Friends and Family Test' FFT feedback**
- b) anonymised complaints**
- c) compliments**
- d) the 'Significant Events Log**
- e) results from the national GP surveys**

How frequently were these reviewed with the PRG?

**Twice**

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><b>The practice premises are too crowded and currently they limit the services that can be provided. The key priority is to develop the premises and services</b></p>
<p>What actions were taken to address the priority?</p> <p><b>The Practice is going to apply for funding from the New Primary Care Infrastructure Fund to expand into the property next door to the surgery. The bid will be to expand the existing premises or to rebuild</b></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><b>This proposal is still in the development stage and consequently there has been no impact on patients and carers yet. The proposal was discussed with PPG members at a monthly meeting and received overwhelming support from the members who have offered every possible encouragement to the Practice to pursue this proposal</b></p>

Priority area 2

Description of priority area:

**Currently there is just one car parking space allocated for disabled patients. We intend to explore the feasibility of increasing the number of such spaces**

What actions were taken to address the priority?

**The Practice has invited suggestions from PPG members during one of the monthly meetings, and members have recommended making one more space dedicated for disabled patients**

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

**The introduction of the second disabled parking space will be implemented shortly. As noted above this was publicised to PPG members during one of the monthly meetings**

Priority area 3

Description of priority area:

**To increase the number of on-line appointments**

What actions were taken to address the priority?

**The Practice has doubled the number of on-line appointments that are available**

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

**All of the increased on-line appointments are being used. The issue and the proposal to increase the number of appointments were discussed with PPG members during one of the monthly meetings. The proposal was warmly welcomed**

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):

**All of the issues identified by the DES patient surveys in previous years have been implemented in full.**

**These have included:**

**The installation of an automatic main front door operated by push buttons,**

**The introduction of the service to allow patients to book appointments on-line**

**Improvements to the sound proofing of consultation and treatment rooms**

**Renewing the Practice website to make it more streamlined, attractive and functional**

**Doubling the number of book-ahead appointments**

**To increase the time period before 'SystemOne' times out**



4. PPG Sign Off

Report signed off by PPG: YES/NO **YES**

Date of sign off: **11.3.15**

Has the report been published on the practice website? YES/NO

How has the practice engaged with the PPG:

**The Practice Manager and representatives of the Partners attend and provide reports to all meetings of the PPG. In addition the PPG has undertaken Patient Satisfaction Surveys all of which have led to a series of recommendations and action plans for changes or improvements to the services offered.**

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

**As noted above over the past four years the Practice has made a number of drives to recruit to the PPG and thus engage with seldom heard groups in the practice population.**

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

**The sources of feedback are detailed above, they include all responses to the FFT, complaints, compliments, data from the National GP survey and the significant event log**

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

**Yes, in a two stage procedure, first a small working party of PPG members worked with the Practice Manager, her deputy and a partner to review all feedback that was available. This work concluded by establishing the three priority areas detailed above. All of this work was then reported to PPG members and was discussed at length**

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

**Two of the actions agreed are in progress at the time of writing and as yet there has been no change to the service offered to patients, however the actions were very warmly welcomed by the PPG members. The third action: to increase the number of consultations that can be booked online is working well and all available slots are being taken up**

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

**It was clear to the working party responsible for undertaking this review that there are no general trends evident in the feedback other than those caused by the limitations of the building, the car park and the difficulty in getting through on the phone to make appointments at 8.30. Every negative comment was in isolation with no underlying patterns, and most relate to simple misunderstandings or minor clerical errors. It was good to note that the staff of the Practice had been able to resolve all of the complaints within the Practice without needing to be escalated. PPG members were very impressed at the 'no blame culture' that operates in the Practice and that members of staff are happy to discuss things that had gone wrong and to learn lessons without fear of blame**

Please return this completed report template to [england.enhancedservices-athsm@nhs.net](mailto:england.enhancedservices-athsm@nhs.net) no later than 31<sup>st</sup> March 2015. **No payments will be made to a practice under the terms of this DES if the report is not submitted by 31<sup>st</sup> March 2015.**