

Annex D: Standard Reporting Template

NHS Greater Manchester Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: LOCKSIDE MEDICAL CENTRE

Practice Code: P89005

Signed on behalf of practice: Christine Keyworth Date: 10.3.15

Signed on behalf of PPG: Date:

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) Meetings – face to face and e mails			
Number of members of PPG: five patients plus a GP and a member of our administrative team			
Detail the gender mix of practice population and PPG:		Detail of age mix of practice population and PPG:	
	Male	Female	
Practice	3,776 patients	3895 patients	
PRG	1	4	
	<16	17-24	25-34
Practice	1815	738	1016
PRG			1
	35-44	45-54	55-64
Practice	1151	1114	792
PRG		1	2
	65-74	> 75	
Practice	620	425	
PRG	1		

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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								
PRG	5							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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:

Patients have been invited to participate in the PRG via the website where they can register their interest on line, notices in the waiting room and in our six monthly newsletter. Attempts have also been made to individual patients if they have raised concerns or complaints about the practice when being discussed with the practice manager. Unfortunately, when invited to attend they had other commitments, but may come along to a future meeting.

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

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

On reflection we do have a lot of patients in care homes so we shall extend invites to patients who care for or are in care homes

2. Review of patient feedback

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

1. We have been active in receiving feedback from our nursing homes regarding care provided by Lockside. We have measured improvement by conducting a survey prior to implementing an over 75's service and then again after a few months of the service.
2. Telephone system – a survey was carried out asking patients how long it took for the phone to be answered. One third were dissatisfied
3. A book kept in reception to collect patient's comments when calling the surgery
4. NHS Choices comments
5. Family Friends Test
6. Complaints

How frequently were these reviewed with the PRG?

Twice a year

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: To improve our current telephone system which would allow a quicker response to their call being answered</p>
<p>What actions were taken to address the priority?</p> <p>A telephone flow chart of the proposed new telephone system was discussed with the PRG which offered several options to make/cancel and appointment, order a repeat prescription or speak to reception</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The proposed new telephone system was publicised in the spring 2014 newsletter and again in the summer/autumn issue</p>

Priority area 2

Description of priority area:

1. The PRG thought it would be a good idea to consider making DVD's on advice on the most common illnesses and what symptoms to look for
2. To look at ways of improving our management of Long Term Conditions

What actions were taken to address the priority?

1. This to be discussed at future meetings as it was approved by the partner's at Lockside Medical Centre. Areas to be considered are:
 - Babies and children – rashes, coughs, colds and sickness
 - Asthma – use of inhalers
 - Diabetes – insulin injections, testing blood sugars
 - Dementia – looking for signs
 - Prostate cancer – signs and symptoms
2. Away day with all clinical staff and administrative representatives looking at creating new less complex recall systems and more involvement in patients managing their own care.

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

1. This to project to be discussed and moved forward at future meetings
2. Work programme for long term conditions management has been arranged lasting 12 months

Priority area 3

Description of priority area:

1. Texting for test results to save on phone calls
2. E mails for non-urgent queries – to save on phone calls
3. New letter box to receive sample requests during closure of surgery
4. More animated voice on telephone system options
5. E-prescription service – medication to be made up by the pharmacy when the patients calls in to collect

What actions were taken to address the priority?

1. This is currently progressing. Experimented with MJOG, but too time consuming. Other options underway
2. This is being looked at to develop e mail messaging more secure
3. As it was a very rare occasion this occurred, the cost of new post box wasn't practicable
4. GP has now recorded the option messages to improve the animated voice
5. Consideration by the pharmacy to extend to house the prepared medication requests for collection

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

Too early, priority areas only recently identified

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):

To look at ways of managing phone lines more efficiently –

A new telephone system with an extra incoming line with options to leave messages for cancelling and ordering a prescription has been installed. We also have more members of the administrative team to answer calls from 9.00 am to 10 am which is the busiest time

To look at ways of cutting down on the number of incoming calls received –

On line access is available for patients to book an appointment, order a repeat prescription, see their current medication and a brief patient summary

Telephone GP triage –

If a patient contacts the surgery to be seen on the day – a GP telephone triage is in place

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

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?