

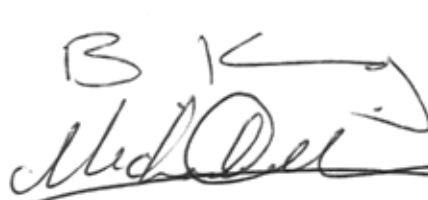
Annex D: Standard Reporting Template

Birmingham Cross City NHS Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Dr Ross and Partners**

Practice Code: **M85030**

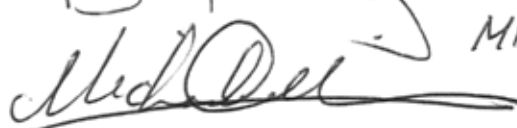
Signed on behalf of practice:



BARBARA KING

Date: 30/3/2015

Signed on behalf of PPG:



MICHAEL A. COLLINS

Date: 27th March 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 and Virtual (members who respond via email)																																					
Number of members of PPG: 14																																					
Detail the gender mix of practice population and PPG:	Detail of age mix of practice population and PPG:																																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <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>49.9%</td> <td>50.1%</td> </tr> <tr> <td>PRG</td> <td>36%</td> <td>64%</td> </tr> </tbody> </table>	%	Male	Female	Practice	49.9%	50.1%	PRG	36%	64%	<table border="1" style="width: 100%; border-collapse: collapse;"> <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>21%</td> <td>11%</td> <td>15%</td> <td>13%</td> <td>14%</td> <td>11%</td> <td>8%</td> <td>7%</td> </tr> <tr> <td>PRG</td> <td>0%</td> <td>0%</td> <td>7%</td> <td>14%</td> <td>21%</td> <td>35%</td> <td>28%</td> <td>0%</td> </tr> </tbody> </table> <p style="text-align: center;">(>75 not 100% due to rounding up)</p>	%	<u><16</u>	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	21%	11%	15%	13%	14%	11%	8%	7%	PRG	0%	0%	7%	14%	21%	35%	28%	0%
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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	84%	3%	0%	1%	1%	1%	2%	4%
PRG	100%	0%	0%	0%	0%	0%	0%	0%

(not 100% due to rounding up and down)

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1%	2%	1%	1%	0%	1%	1%	1%	0%	1%
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:

The PPG advertises through a number of media to attract patients that are representative of the practice population. These are:-

- An invitation on the registration form for new patients to join the PPG
- Information about us and our activities and how to join are displayed on:-
 - a) Patient page of Practice Website
 - b) Regular Newsletters
 - c) Posters in the waiting area
 - d) On-Screen Adverts on Waiting room screens
 - e) "Business" Cards on reception desk
 - f) Information on Prescriptions
 - g) (From June) PPG members asking patients direct as they book in at reception *

*The last item will allow us to target minority groups more effectively.

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:
Not applicable

2. Review of patient feedback

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

Results of PPG surveys (from 2012 onwards)

Results of comments from our 'Friends and Families' questionnaires

Results from our own visits and observations.

How frequently were these reviewed with the PRG?

These were reviewed six (6) times a year through the regular meetings – 3 meetings are formal with the medical staff. These have an agenda and are minuted – 3 are Patient Members only. These do not have a fixed agenda, but focus on patient feedback and the results inform the next agenda of the full meeting.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To develop an on-going robust method for communicating regularly and routinely with patients and to better raise Patient Awareness of the Practice Website and its Facilities.

What actions were taken to address the priority?

To continue with the existing methods of communication through Newsletters, website Information, In-House TV screens, Annual Survey, Web Address on all Prescriptions, Business Cards.

In addition to the above:-

- Appointment cards will carry information about the website
- We will offer practical "hands on" sessions for patients who have computer access, but are not sure how to use it.

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

Each year the Patient Survey includes a question to record the number of patients using the website and on-line services. These have risen from 18% to 25% over 3 years. This measurable increase in patient numbers using the internet to access services at the practice reduces pressure on receptionists. These results are publicised each year through the website, newsletters, the full Action Plan on display in the waiting rooms and availability through the Practice Manager.

Priority area 2

Description of priority area:

To improve the booking system when patients arrive at the surgery and to be able to give patient information about expected waiting times if the Doctor/Nurse is running late.

What actions were taken to address the priority?

There was an evaluation of using the 'Touch Screens' for patients to book in for appointments. We would look at local hospital systems and how other practices were adapting to new technology.

We especially wanted, as part of giving patients as much information as possible on arrival, that patients and carers would be given an idea of how long they may have to wait or how many patients are in front of them.

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

An electronic book-in system now operates, with a simple touch in screen menu and big screens in all waiting rooms. Patients and carers are informed of the projected waiting time, the room they will attend and the doctor/nurse they are booked in with. This publicised through all patients using the new system. It is like by the vast majority. The medical staff also like it.

Priority area 3

Description of priority area:

How to address other waiting room issues raised by patients including wheel chair spaces within the main waiting area.

What actions were taken to address the priority?

A re-evaluation of the seating arrangements in the waiting rooms was carried out by the PPG members and The Practice Manager, bearing in mind that at some point large screens would be installed and we needed to provide for disabled persons and young children.

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

The current seating fully reflects our survey and, while all chairs now face the big screens, there is easily accessed spaces for mobility scooters, spaces for young children with a selection of toys and games and clear wide walkways for persons using walking aids. This is publicised through use.

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):

The three priority areas described previously have been developed over several years and all have now been completed and reported back on to the full PPG meetings.

Installing an electronic book-in system was first raised by the PPG in 2013. Such large and costly projects have a long lead-in time and it is only in the past 6 months that the system has been installed, tested and is now running smoothly.

Keeping patients informed has been a priority and a long term project since 2013. We constantly review our progress. In February we installed a new wall box immediately above the electronic touch book-in screen that holds copies of the latest newsletter and slips to complete for more information about the PPG and how to join. So we are constantly reviewing and improving.

Other PPG initiatives in previous years have been:-

- Ensuring that when patients telephone the practice they can get through quickly. This has been actioned with new phones lines that will be upgraded again in 2015-2016 and more staff allocated to work telephone answering.
- Addressing the parking issues. Parking is always a problem for the practice. There is only a very small area available for parking and patients frequently complain about the difficulties caused, especially at school opening and closing times as we are close to a large Primary School. Our solution has been to negotiate with Sainsbury's who have a car park backing onto the practice site. They are happy for patients to park there when visiting the practice and allow staff to park there, freeing up parking spaces on the surgery health centre car park for more patients. It is only approximately 100 metres away. Consequently we can have more disabled parking on our limited site.