

Annex C: Standard Reporting Template

Schedule M

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

Practice Name: Langham Place Surgery, 11 Langham Place, Northampton. NN2 6AA

Practice Code: K83027

Signed on behalf of practice:

Date: 23 March 2015

Signed on behalf of PPG:

Date: 23 March 2015

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

Does the Practice have a PPG? YES												
Method of engagement with PPG: Face to face, Email, Other (please specify) Regular face to face meetings which occur quarterly, Email correspondence and using the general postal system												
Number of members of PPG: There are 7 members in the PPG. All are registered patients.												
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:							
	%	Male	Female									
	Practice	49.67%	50.32%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
	PPG	42.85%	57.14%	Practice	17.57	14.58	19.77	13.71	12.88	8.63	6.94	5.98
				PPG	0	0	0	0	14.28	42.85	14.28	28.57

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups				Not Stated
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed	
Practice	39.92%	1.07%	0	22.99%	1.03%	0.85%	0.32%	1.14%	11.8%
PPG	100%	0	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	5.18%	1.71%	1.67%	1.20%	1.84%	7.45%	1%	0.68%	0	
PPG	0	0	0	0	0	0	0	0	0	0

Please note that of the 9800 practice population only 4549 have a recorded ethnicity or ethnicity not given. Therefore the % is calculated on 4549. Ethnicity is being recorded for all new patients.

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 group continue to have a variety of different needs and continue to cover a range of different disease groups.

The group is a mix of employed and retired patients.

One of the members of the PPG is identified a carer.

The Practice continues to target any groups that are under represented are included and invited by the following methods:

- Posters displayed in the surgery in each of the waiting areas and on the dedicated patient participation board
- Posters and information on the Practice Website www.langhamplacesurgery.co.uk
- Advertising in the quarterly surgery newsletter
- Invitations to join the patient group available in the surgery
- Information is provided in the new patient packs
- The Practice is affiliated to the National Association of Patient Participation (NAPP) and the group looks at the regular NAPP newsletters ascertain if there are any learning points that can be used from this national group.

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:
We have a large student population. Measures to include this group have been made through the quarterly newsletters, posters in the waiting rooms and information on the website. To date we have not been successful in recruiting someone from this group. We aim to continue to promote the PPG within the student population and will ensure information about the group is disseminated on the student days when we meet the students.

2. Review of patient feedback

(Component 2 – 30% of payment)

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

The sources of feedback that were reviewed last year included:

- The annual patient survey
- Patient and Carer suggestions
- Friends and Family
- Complaints
- Information feedback through Langham Place representative who attends the locality engagement group
- NHS Choices website

How frequently were these reviewed with the PRG?

The results of the annual patient survey were prioritised and compiled into an action plan. The action plan was reviewed at each quarterly meeting.

Any patient suggestions, appropriate complaints and friends and family results are reviewed at the next available meeting.

Feedback from the locality engagement group is a standing item on the agenda and is discussed quarterly

3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

Priority area 1
<p>Description of priority area:</p> <p>To improve telephone access</p>
<p>What actions were taken to address the priority?</p> <p>A new line was added to the Practice to serve the Partners, Practice Manager and the Deputy Practice Manager. This was to ensure that all lines in reception were dedicated for patients ringing in.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This was published in our action plan update which was available in the surgery and on the website www.langhamplacesurgery.co.uk</p> <p>This action made available an additional line at busy times for patients to be able to ring in and book appointments on the day with the aim of reducing the waiting time on the telephones.</p>

Priority area 2
<p>Description of priority area:</p> <p>To improve patient waiting times</p>
<p>What actions were taken to address the priority?</p> <p>To review surgery times and add in breaks to allow for the GP's to deal with the increasing demand of more complex multiple problems</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This has been actioned in all GP's clinics.</p> <p>Waiting times have been reduced and the GP's are now able to deal with the increasing complex needs of our patients without the impact on other patients who are waiting.</p>

Priority area 3
<p>Description of priority area:</p> <p>Comfort of first floor waiting room patients stating it is too hot in the summer</p>
<p>What actions were taken to address the priority?</p> <p>To look at 3 possible solutions:</p> <ol style="list-style-type: none">1. Installing a ceiling fan in the waiting room2. To have a portable air conditioning unit in the waiting room3. To have the extractor fan serviced and repaired and assess if it helps with cooling the room <p>Option 3 was the favourable choice.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The extractor fan once working has reduced the temperature in the room and the result is that patients waiting are far more comfortable in this waiting room</p>

4. Progress on previous years

(Component 4 – 40% of payment)

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

The following issues and priorities raised over previous years included:

- ❑ **To introduce a text reminder system to help reduce patients the number of patients that do not attend**
 - **Progress** – This was completed. The text service is currently in use.
- ❑ **To introduce online booking of appointments to help reduce the volume of telephone calls**
 - **Progress** – Completed. Online booking of appointments was introduced and remains an integrated part of our service.
- ❑ **To explore a system called 'Patient Partner' which allows patients to book appointments without speaking to a receptionist.**
 - **Progress** – This was explored and the decision was made not to go ahead with the system.
- ❑ **To undertake a further focused survey later on in the year on telephone access only.**
 - **Progress** – This was completed.
- ❑ **To re promote SystmOnline booking of appointments**
 - **Progress** – Completed and this continues to be advertised in the surgery and on our website www.langhamplacesurgery.co.uk
- ❑ **To change the phone message to remind patients that they can register to join SystmOnline booking**
 - **Progress** - Completed
- ❑ **To re-advertise on our website different ways of booking appointments to target different population groups**
 - **Progress** - Completed. Advertising continues to happen so that our patients are fully aware of different ways of booking appointments.
- ❑ **To advertise the online ordering of repeat prescriptions**
 - **Progress** - Completed. This continues to be advertised in the surgery and on the practice website

5. **PPG Sign Off**

Report signed off by PPG: YES

Date of sign off: 19th March 2015 and Individually signed 23 March 2015

Has the report been published on the practice website? YES

Please insert web-link to your report: www.langhamplacesurgery.co.uk

How has the practice engaged with the PPG:

- How has the practice made efforts to engage with seldom heard groups in the practice population?**
 - Through a variety of methods such as: Poster displayed in the Practice and on the dedicated patient participation group board, the surgery website, quarterly newsletter, information included in new patient packs, and looking at NAPP's newsletters for any ideas regarding recruitment.
- Has the practice received patient and carer feedback from a variety of sources?**
 - Yes a variety of sources have been used. These include: The annual patient survey, Patient and Carer suggestions, Friends and Family data, any appropriate complaints and any information feedback through the local engagement group.
- Was the PPG involved in the agreement of priority areas and the resulting action plan?**
 - Yes the PPG has been involved in agreeing all the priority areas and resulting action plans.
- How has the service offered to patients and carers improved as a result of the implementation of the action plan?**
 - Yes the service has improved in the areas such as online booking of appointments and ordering of scripts, text reminders are being sent out, patient waiting times and the comfort of the first floor waiting room and an extra telephone line to help patients access the surgery quicker.
- Do you have any other comments about the PPG or practice in relation to this area of work?**
 - The PPG and the Practice have worked collaboratively in compiling action plans for the benefit of the patients that use the service and for the staff. This report has been agreed with the PPG members.

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