

Annex C: Standard Reporting Template

Schedule M

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

Practice Name: Bute House Medical Centre

Practice Code: E81048

Signed on behalf of practice: Dr K Dissanayake

Date: 30/03/2015

Signed on behalf of PPG: L Baker

Date: 30/03/2015

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												
Number of members of PPG: 13												
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	51.79%	48.21%		Practice	23.64%	10.97%	18.16%	13.81%	13.46%	9.17%	5.76%	5.04%
PPG	46.15%	53.85%		PPG	-	-	-	-	23.08%	23.08%	46.15%	7.69%

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	20.73%	2.29%	0	10.73%	1.3%	0.28%	0.53%	0.77%
PPG	76.92%	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	7.56%	27.20%	7.32%	0.32%	2.27%	2.64%	8.34%	0.87%	0	1.83%
PPG	0	7.69%	0	0	0	0	7.69%	7.69%	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:

Prominent notice displayed in the waiting room about the PPG and with a request for patients to join.

Active encouragement of patients to join the PPG at the reception when patients come in to the surgery.

Notice on the website about the PPG – This was an effective way of informing the patients of the existence of a PPG and encouraging them to join as quite a high percentage of our patient population use the surgery website for booking appointments and requesting medication. This is displayed on the home page in a prominent place.

The surgery webpage can also be translated into more than 20 other languages which would encompass most of the languages spoken by our patient population.

The advertisement on the website means that the hard to reach groups such as patients that do not often visit the surgery, people of working age and people speaking languages other than English will still be aware of the PPG and can join should they wish.

Active encouragement at the reception when new patients join the practice. All new registrants are given an invitation verbally.

The practice leaflet introducing the PPG and urging people to become part of it.

The clinicians also actively invite people to get involved in the PPG when time permits during consultations.

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:

Health watch survey results

Friends and family test results

Complaints and Compliments

Feedback on the NHS choices website

How frequently were these reviewed with the PRG?

This has been discussed quarterly at the meetings

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Lack of Audio induction loop in the surgery. This had an impact on people with hearing impairment particularly at the reception area which has a lot of background noise. This was identified as a deficit during a health watch survey. Availability of a hearing loop would increase compliance with the Equality Act 2010</p>
<p>What actions were taken to address the priority?</p> <p>Buying an Audio Induction Loop (Hearing Loop) Signage at the reception informing that this is available</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Increasing number of patients requesting to use this at the reception and during consultations. Privacy of people with hearing impairment is protected especially at the reception as the staff do not have talk in a loud voice to make themselves heard. Signage at the reception about the availability of the hearing loop.</p>

Priority area 2

Description of priority area:

Seating in the waiting room. The two waiting rooms at the surgery were getting overcrowded around the late morning. There wasn't enough seating to accommodate the number of patients present in the surgery during these busy periods.

What actions were taken to address the priority?

Increase the number of seats in the waiting room. These were made of wipe-clean material to ensure compliance with infection control measures. The new seating arrangement was designed to provide easy access to the disabled wheelchair users and parents with buggies.

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

Comments from the patients at the reception about the additional seating available.

Discussion at the PPG meeting.

Increased patient satisfaction about the facilities in the waiting room.

Priority area 3

Description of priority area:

Security of the premises - Several thefts and increasing number of violence experienced by staff during the last 2 years with unauthorised personnel gaining access into clinical rooms and designated staff areas meant that security was becoming a critical issue. The need for a secure records room was also identified along with this.

What actions were taken to address the priority?

Installation of CCTV cameras and use of a keypad entry system introduced to the ground floor staff area.

The basement was converted to a records room with secure access to staff. The records are not visible to people who come to reception protecting patient confidentiality.

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

Reduction in the number of instances of violence and abusive behaviour at the reception.

No reports of unauthorised personnel gaining access into staff designated areas since the CCTV cameras were installed.

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):

Access the GPs for the patients (including face to face appointments and telephone appointments) was identified as a priority last year.

Our usual waiting time for a routine appointment is one week for any clinician which is commendable given the crisis facing general practice at present. We have also initiated a new urgent appointment system where by anyone asking for a urgent appointment will be accommodated within 24 hours of the request.

Reducing the number of DNAs. This was again a priority last year. This has been extensively discussed at the PPG and meetings at the surgery.

The actions agreed are

1. Sending text messages when patients do not attend a booked appointment
2. Posters displaying the number of DNAs for each month
3. Display message on waiting room screen in different languages about the DNAs and its impact on appointments.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30/03/2015

Has the report been published on the practice website? YES

How has the practice engaged with the PPG: Quaterly PPG meetings

How has the practice made efforts to engage with seldom heard groups in the practice population?
Use of website, posters in the practice, verbal invitations at patient registration.

Has the practice received patient and carer feedback from a variety of sources?
Through complains/compliments, Friends and family test (FFT), PPG, NHS choices website, Health Watch Survey

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

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

Do you have any other comments about the PPG or practice in relation to this area of work? Recruiting new members to the PPG is very challenging. This means that various patient groups are not properly represented in the PPG.

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.**