

# Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Forest House Medical Centre & Warren Lane Surgery

Practice Code: C82066

Signed on behalf of practice: Diane Stubbs. Practice Manager Date: 9<sup>th</sup> March 2015

Signed on behalf of PPG: Hasmita Lad PPG Chairperson Date: 9<sup>th</sup> march 2015

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

Does the Practice have a PPG? YES / <del>NO</del>											
Method of engagement with PPG: Face to face, Email, Other (please specify)    face to face and email											
Number of members of PPG: 34											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	49%	51%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	41%	59%	Practice	18%	8%	12%	13%	14%	13%	11%	11%
			PPG	3%	0%	3%	9%	12%	21%	21%	31%

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	100% OF DATA NOT AVAILABLE							
PPG	100% OF DATA NOT AVAILABLE							

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

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:

Adverts are put in patient waiting room for new members

A joining form is available on the practice website

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/NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: Large numbers of care homes – invitations sent to join group via email to care home managers

## 2. Review of patient feedback

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

Feed back forms on the website  
Suggestion boxes in the waiting rooms  
Friends and Family Test

How frequently were these reviewed with the PRG?

As required or requested (by the practice or the PPG) or annually

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ul style="list-style-type: none"><li>• <b>Ability to get through on the phone</b></li></ul>
<p>What actions were taken to address the priority?</p> <p><b>Action plan</b> – review the telephone calls and look at ways the call information can be addressed as an alternative to using the telephone. The majority of calls mainly to book an appointment</p> <p><b>Action taken</b> – change to walk in surgery no appointment necessary in August 2014 however following negative feedback from patients this had to be reviewed and changed to a book on the day service in November 2014 – appointments can be made on the day from 8.00am in person at either surgery , on-line or via the phones.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The ability to get through on the phones is still can be difficult especially on Mondays and patients are now being educated about the different options for making appointments. The automated directions for patients has been updated to direct patients to ring at certain times during the day to relieve the volume of calls first thing and to ensure we have the correct staff available when they ring</p>

## Priority area 2

Description of priority area:

- **Booking an appointment**

What actions were taken to address the priority?

**Action plan** – review the appointment system and look at ways the appointments can be offered as an alternative to using the telephone

**Action taken** – change to walk in surgery no appointment necessary in August 2014 however following negative feedback from patients this had to be reviewed and changed to a book on the day service in November 2014 – appointments can be made on the day from 8.00am in person at either surgery , on-line or via the phones.

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

Over 100 appointments each day for book on the day

### Priority area 3

Description of priority area:

- **Using the surgery website**

What actions were taken to address the priority?

**Action plan** - Update the surgery Website with the assistance of the patients group to make it more user friendly and is easily updated with current information

**Action taken** – The surgery launched a new website in November 2014 with the help of the Patient group which is user friendly, can be updated by the practice and is interactive with patients.

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

Website that is easy to use and is up to date – with the patient group involvement means they are able to request updates to the site and give feedback on the content.

## 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):

Summary of the 2012/13 Patient Survey results.

- Work with the practice to make sure the new telephone system meets the patient needs. – new telephone system installed in 2013 which has options for directing the calls to the most appropriate person and 10 extra lines
- Improve the appearance of the waiting room – **new surgery purchased in 2013**
- Ensure the disability car parking spaces are increased – **disabled spaces increased by 2 spaces**
- Improve the confidentiality in the waiting room – **notices put in the waiting room and the availability of a separate room if required for confidential discussion**
- Review the practice complaints procedure. – **procedure review by PPG and complaints discussed with patient group annually**

**The overall picture was felt to be good regarding the workings of the surgery.**

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 9<sup>th</sup> March 2015

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

How has the practice engaged with the PPG:

The PPG meet regularly, practice and chair meetings are in addition when required.

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

The practice has installed notice boards and one is designated for the PPG to use this will be updated by the PPG

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

Feedback is received via the surgery, telephone and website. There is a suggestion box in both waiting rooms

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

The PPG has been involved in deciding on the priority areas at the meetings and has the opportunity to email any suggestions.

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

The appointment system has changed and improved, there is a nurse practitioner now working who also offers book on the day appointments, there is a new website and increase use of online booking of appointments

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

The practice has covered staff training on confidentiality and access to medical records.

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