Annex C: Standard Reporting Template

**Essex Area Team**

**2014/15 Patient Participation Enhanced Service – Reporting Template**

Practice Name: CHURCH LANGLEY MEDICAL PRACTICE

Practice Code: F81078

Practice website address: www.clmp.co.uk

Signed on behalf of practice: Liz Jaques Date: 19.3.15

Signed on behalf of PPG: Mrs C. Rundall Date:20.3.15

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

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| Does the Practice have a PPG? YES / NO YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) FACE TO FACE AND VIA EMAIL | |
| Number of members of PPG: 12 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 48.92 | 51.08 | | PRG | 40 | 60 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 24 | 9.5 | 14.1 | 19.3 | 14.4 | 9.1 | 5.8 | 3.7 | | PRG |  |  |  | 30 | 10 | 20 | 40 |  | |
| 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 | 43.3 | 0.2 |  | 3.7 | 0.4 | 0.2 | 0.2 |  | | PRG | 80 |  |  |  |  |  | 10 |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 0.9 | 0.5 | 0.1 | 0.6 |  | 1.08 | 0.5 |  |  | 3.5 | | PRG |  |  |  |  |  | 10 |  |  |  |  | | |
| 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 practice has continue this year to make available to all patients the opportunity to become a member of the face to face meeting PPG via the practice website, Jayex information board, the practice notice board, practice staff and via the local community group located in the community hall adjacent to the practice.**  **The practice has continued to make available to all patients the opportunity to become a member of our virtual PPG via the practice website, Jayex information board, the practice notice board and via reception.**  **In addition all new patients are invited to become members when they come into the practice to request registration.** | |
| 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:  The practice exhibits a standard Poisson distribution of residents in relation to community groups. The practice PPG would welcome members from all groups within the catchment area of the practice. The invitation to join the PPG is universal to all patients regardless of social standing, race, ethnicity, religion or sexual orientation. | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year: During the year 2014/2015 the practice has obtained feedback from patients via:  The annual patient survey  NHS Choices  Friends and Family Testing  Direct dialogue with patients |
| How frequently were these reviewed with the PRG? Once during the current year |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  The Practice will improve patient access to appointments for routine medical consultations |
| What actions were taken to address the priority?  The practice increased the number of routine appointments via changes made to the clinic times which allowed for morning and afternoon clinical sessions to be each of three hours per clinician.  The practice reviewed the appointments offered by nurses and nurse practitioners to allow for a greater number of routine appointments to be made available.  The practice increased the number of HCA appointments to compliment the doctors and nurses.  The practice employed a full time Associate Healthcare Practitioner. |
| Result of actions and impact on patients and carers (including how publicised):  The result of the above actions has meant that patients have greater access to a clinician of their choice within the practice. They have a shorter wait for their appointment to be realised. |

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| Priority area 2 |
| Description of priority area:  The practice will improve the answering of telephones |
| What actions were taken to address the priority?  The practice has increased the number of receptionists to 4 for both morning and afternoon sessions at the practice.  Incoming call into the practice are also able to be intercepted by members of the administration team to further increase the rate at which calls are answered.  The practice implemented an online system for booking/cancelling appointments and for ordering of repeat medication thus reducing the number of calls relating to these services.  The practice provided a mobile by-pass number to allied healthcare professionals so that they could make direct contact with the practice without having to go via the switchboard. |
| Result of actions and impact on patients and carers (including how publicised):  The changes that were made to the telephone system and the increased workforce, together with the addition of a mobile phone made contacting the surgery has made speaking to a member of the practice team a quicker process all round.  The changes that were implemented were promoted to our patients via:  Website  Jayex information board  Practice notice board  Verbally to patients  In relation to the mobile phone – all relevant professionals were advised by email and/or phone of the new facility and the number to call. |

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| Priority area 3 |
| Description of priority area:  Practice Recruitment |
| What actions were taken to address the priority?  During 2014/15 the practice undertook a major recruitment initiative to further enhance the service offered to the patients of the practice.  In January 2014 a new Practice Manager joined the team.  Several new GPs have joined the team during the year, with a further two coming on board in April and June 2015. The final team of GPs will now be 6.  The practice welcomed to the team a new Healthcare Assistant and an Associate Healthcare Practitioner.  The reception team has been increased to 4 members of staff for both morning and afternoon sessions.  The administration team has been increased to 5 members of staff during the year. |
| Result of actions and impact on patients and carers (including how publicised):  The increase in doctors and allied healthcare professionals has resulted in an increase in the number of routine appointments that we have been able to offer our patients. A more rapid access to a clinician has been a great benefit to our patients and appreciated by many of our patients. The changes to the administration and reception teams have had a very positive impact on all who have needed to contact the practice throughout the year.  The changes that have resulted in positive feedback from patients were all publicised via:  The practice website  Practice notice boards  Jayex information board  Verbally to patients  PPG |

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):

1. Patients told us they wanted to be informed of any possible clinic delays when they came to their appointment.

The practice initially set up an information board in reception to advise of any delays during clinic times. This was updated at regular intervals by one of the receptionists on duty. Whilst the system worked the practice did not feel that this was a long term answer to our patients’ request. Therefore the practice, when purchasing a new automatic check in machine for the practice, bought one with an additional feature which advises patients of any delay (if any) to their scheduled appointment time. Patient feedback on this facility has been 100% positive.

1. Patient satisfaction with the prescription service

The practice took on board comments made by patients in previous years in relation to the repeat prescription service offer by the practice and the partners recognised the need for a full time prescriptions clerk to take on this role. The practice recruited a full time clerk to fill this role. Prescription requests and queries are processed each day to offer a high standard of service to our patients, local pharmacies ad to the extended healthcare team.

1. Practice Patient Participation Group

The practice has endeavoured to further improve the relationship with the patient participation group. The practice has a solid core group which plans to meet regularly and this is backed up by an ever-growing virtual patient group. Feedback to the practice manager on this has been very positive.

1. PPG Sign Off

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| 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?  The practice has encouraged all groups to engage fully with the practice. We advertise our patient group on the practice website and notice boards, inviting new members from the entire practice population. We have developed relationships with the various community groups via the local church coffee morning events. We are currently engaging, together with other local practices, to organise educational visits into the practice from local schools. We have made a formal request to be invited to the Church Langley Community meeting (which has multi group representation) in the coming months.    Has the practice received patient and carer feedback from a variety of sources?  Yes, the practice has received feedback via NHS Choices, The Friends and Family Test, Face to face and via the annual practice survey.  Was the PPG involved in the agreement of priority areas and the resulting action plan?  The 2014/15 priority areas and the action plan were discussed with the PPG prior to being set and displayed on the practice website in 2014.    How has the service offered to patients and carers improved as a result of the implementation of the action plan?  The service offered to patients and carers improved as we actioned our priorities as set out in Priorities 1, 2 and 3 sections detailed earlier.  Do you have any other comments about the PPG or practice in relation to this area of work?  The practice is fully committed to the continuing development of relations with the patient participation group. We are continuously striving to work even more closely with the members of the face to face group as well as seeking the opinion of our virtual group.  This is an area of work that cannot be done during the core hours of the practice. We recognise and appreciate the time that is given to the group by all of our members – whether clinicians, practice administrators or patients.  With the assistance of the group and our local community we will take the group and the practice forward into the coming year in an ever stronger position |