

# Annex D: Standard Reporting Template

NHS Greater Manchester  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Churchgate Surgery

Practice Code: P89019

Signed on behalf of practice: Caroline Mellors      Date: 30.3.15

Signed on behalf of PPG: \_\_\_\_\_ Date: \_\_\_\_\_

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/PPG meetings/email											
Number of members of PPG: 40											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	4082	4388	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	13	27	Practice	1599	847	1116	1031	1419	941	830	687
			PRG	0	0	3	6	9	10	9	3

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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	0	0	0	0	0	0	0	0
PRG	39	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	0	0	0	0	0	0	0	0	0	0
PRG	0	0	0	0	0	0	0	0	0	1

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:

**Advertised to all Patients via TV screen/Website/Leaflets on reception**  
**Forms given out to targeted groups by PPG members with surveys & encouraged to join (ie during baby imms clinic to target young families/parents)**

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:

Patient surveys  
PPG Minutes  
Patients comments/complaints

How frequently were these reviewed with the PRG? 6 x PPG meetings during the year

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Terms of reference for PPG / Agree Aims of Group/ Group to take a more lead role</p>
<p>What actions were taken to address the priority?</p> <p>All PPG members invited to a meeting specifically aimed at addressing this area via email/letter/face to face. All patients who were non members visiting the surgery invited/advised of agenda via leaflet &amp; on TV screen/notice board Advertised to all patients on website</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Group feel much more Involved &amp; in control, feedback very positive at PPG meetings – see above for how publicised</p>

## Priority area 2

### Description of priority area:

Confidentiality – Complaints received via PPG members/patient surveys/patient comments that the surgery needed to address confidentiality at the front desk. They were not happy discussing matters while other patients were close to them in the queue at the reception desk or patients constantly next to them while trying to discuss personal matters when putting repeat script requests in the box on the reception desk.

### What actions were taken to address the priority?

Discussed at PPG meeting for ideas –

1. Already had a confidentiality booth but PPG felt this was not advertised so patients were not aware of it – Advertised on TV screen & notices put up in surgery to increase patient awareness.
2. Red Tape put on floor for patients to stand behind when they were not being dealt with at the desk as at the hospital – Explanation on TV screen & notices put up on reception desk (highlighted in red) for patient awareness.
3. Privacy glass put on windows in privacy booth & heater put in room
4. Repeat request script box to be moved away from the reception desk – joiner contacted & practice paid for script box to be moved to the other side of the waiting area
5. Minutes/actions publicised on the surgery website/discussed at next PPG meeting

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

Excellent response from patients via comments to the reception team – see above for how publicised

### Priority area 3

Description of priority area:

Communication/access to appointments –

Phone message too long/too much info – patients really unhappy listening to all the info while on hold or before getting the options info

On-line access – patients to be encouraged to sign up to online access to help free up the telephone traffic

Communication requested when Drs running late for patients waiting

What actions were taken to address the priority?

PM contacted BT – New message (shorter) recorded

Staff training undertaken to enable reception staff to update the self check in machine throughout the day to inform patients of any delays

On-line access – advertised on the home page of the surgery website, leaflets given out by clinical staff & reception staff to all patients visiting the surgery. Advert put on TV screen showing the benefits & how to access the service

Trial advertised on the surgery website of 1 GP all appts being released – data collated & all GP's agreed 70% of all GP appts to be released for on-line booking. It was agreed not to release all appts to the web as this would prejudice patients without access to the web

Step by step guide devised by a medical student & made into a leaflet for patients to follow for ease of setting themselves up for on-line access for appts & ordering repeat prescriptions  
Dedicated staff trained for patients to speak to if they had technical problems

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

Very good response & patient access usage increased significantly

### 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):

Increased PPG members  
Meetings carried out more frequently  
More control by the PPG members/aims/roles agreed  
Pt On-line access for appts and repeat script ordering set up  
Communication/confidentiality addressed  
Disabled parking now available at practice  
Breastfeeding area/ baby changing area now available

4. PPG Sign Off

Report signed off by PPG: **NO –next meeting to be held on Mon 13<sup>th</sup> April – sign off will be done on this date**

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? **Yes**

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

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?

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