

# Annex D: Standard Reporting Template

NKCCG Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Albion Mount Medical Practice

Practice Code: B85646

Signed on behalf of practice: K Goodfellow

Date: 20<sup>th</sup> March 2015

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) Virtual Group Email																																					
Number of members of PPG: 52																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">3120</td> <td style="text-align: center;">2899</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">20</td> <td style="text-align: center;">32</td> </tr> </tbody> </table>	%	Male	Female	Practice	3120	2899	PRG	20	32	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">1281</td> <td style="text-align: center;">632</td> <td style="text-align: center;">886</td> <td style="text-align: center;">818</td> <td style="text-align: center;">789</td> <td style="text-align: center;">651</td> <td style="text-align: center;">528</td> <td style="text-align: center;">434</td> </tr> <tr> <td>PRG</td> <td></td> <td style="text-align: center;">6</td> <td style="text-align: center;">6</td> <td style="text-align: center;">7</td> <td style="text-align: center;">9</td> <td style="text-align: center;">13</td> <td style="text-align: center;">8</td> <td style="text-align: center;">3</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1281	632	886	818	789	651	528	434	PRG		6	6	7	9	13	8	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	3622	3		55	60			56
PRG	42							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice		832		1	1360				1	29
PRG		4			6					

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:

Invitation to join our PPG is advertised on our website, on patient's repeat prescription slips, on our patient callboard and on posters displayed at both of our surgeries. It is an open invitation to participate in our PPG.

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 number of patients registered, under the care of nursing homes. A letter was written to ask whether anyone would like to participate and act as a “voice” for the nursing home residents in their care. We received no responses.

## 2. Review of patient feedback

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

The main sources of patient feedback was received ‘word of mouth’ and comments by email.

How frequently were these reviewed with the PRG? Quarterly

### 3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="201 387 589 419">Description of priority area:</p> <p data-bbox="201 459 1541 491">The main focus of priority was to change our 0844 telephone number back to a 01924 number.</p>
<p data-bbox="201 611 887 643">What actions were taken to address the priority?</p> <p data-bbox="201 683 2007 754">Before any decision was finalised we advised that we would be changing our telephone system and asked a series of questions relating to the preference of a queuing system incurring charges or a simple engaged tone.</p>
<p data-bbox="201 946 1312 978">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="201 1018 2049 1090">We have received positive comments from patients relating to the new telephone numbers mainly pertaining to the reduced cost of their telephone bills.</p>

## Priority area 2

Description of priority area:

Online access via website.

What actions were taken to address the priority?

The practice developed a new website which enabled better access for patient to communicate with the practice. For example appointments, ordering of prescriptions, updating of personal information i.e. address and telephone number changes, comments and feedback can be completed via the website.

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

This has resulted in reduced telephone calls being made by the patients. Confidential and prompt responses to all requests and comments.

### Priority area 3

Description of priority area:

Additional Emergency Appointment slots ( For when all the appointments have been taken but the patient feels they need to be seen that day)

What actions were taken to address the priority?

In addition to our patient call back service we have provided urgent appointment request slots. These are in addition to our core appointments.

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

This allows the reception staff to take the details and urgency of the requested appointment enabling the GP to assess and allocate the patient an appointment if deemed appropriate.

## 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):

We have participated in the PPG for the last two years and feel we have addressed and made significant improves relating to the two main areas of concern for our patients.

We have changed our telephone system back to a 01294 number.

We have addressed the increasing demand for on the day appointments.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 31/3/15

How has the practice engaged with the PPG: via email

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

Feedback from our PPG member after attending PPG meetings.

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

Positive 'word of mouth' comments.

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?

No comments



