

Annex D: Standard Reporting Template

Lancashire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Ightenhill Medical Centre

Practice Code: P81165

Completed by: T Williams-Walsh

Date: 05.03.2015

Signed on behalf of PPG: C Ratcliffe

Date: 05.03.2015

Please confirm that the report has been published on the practice website by 31st March 2015

YES

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 but sometimes by email.											
Number of members of PPG:7											
Detail the gender mix of practice population and PPG:						Detail of age mix of practice population and PPG:					
%	Male					%	<16	17-24	25-34	35-44	45-54
Practice	1118	Female				Practice	422	305	242	304	293
PRG	3	1021				PRG					1
		4									2
											1
											3
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	2084	12	0	10	0	6	0	5			
PRG	7										
	Asian/Asian British					Black/African/Caribbean/Black British			Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other	
Practice	6	7	1	4	0	4	0	0	0	0	
PRG											

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:

Invites to join the group were sent to all ethnic backgrounds represented in our population.

Unfortunately after three letters were sent to each person from these groups none of the patients from other ethnic backgrounds responded.

A display board has been placed in reception to encourage all patients to join the group; however the response was the same.

All age groups were included in the invitations. Meeting times were arranged to start after school and normal working hours.

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:

Friends and family test is carried out monthly.

Annual in-house survey(Paper)

How frequently were these reviewed with the PRG?

Friends and family-Quarterly

Survey-Annually

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Confidentiality – reception area.</p>
<p>What actions were taken to address the priority?</p> <p>PRG discussed this problem and have thought of a simple solution to try to improve the situation without major structural alterations to the area.</p> <p>Look at the possibility of moving the telephone from the front desk.</p> <p>(Dr Iqbal has submitted an application for funding to improve and extend the building. If this is successful part of the alterations include changes to the reception area)</p> <p>In the meantime staff must speak to patients and carers about sensitive matters using the separate door already provided away from the front desk.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Any changes that are made may resolve the current problem.</p> <p>There is already a separate door for patients and carers to use to speak to a member of staff which is away from the front desk.</p> <p>This should help patients and carers to speak more freely.</p>

Priority area 2

Description of priority area:

None

What actions were taken to address the priority?

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

Priority area 3

Description of priority area:

None

What actions were taken to address the priority?

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

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/Confidentiality at the front area.

Several things have been tried but not satisfactory. We do however now have a side door away from the main reception where staff can speak about personal matters with patients. We feel that this is not used enough and so we will encourage patients/staff to use it.

2/ Repeat Prescriptions.

Staff have been re-trained to take careful note and inform the patient of any discrepancies from their order eg. If there have been alterations made to their order by the GP. No further problems noted.

3/Prescription delivery problem.

All patients reminded that the doors are closed on a Wednesday afternoon between 1pm and 3pm. We do not feel it is right to leave the front door open for security reasons. It is not advisable to put a box outside the building as this could be vandalised. We have had no further complaints about this problem.

4. PPG Sign Off

Report signed off by PPG: Yes.

Date of sign off: 05.03.2015

How has the practice engaged with the PPG:

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

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

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

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?

We have made all efforts possible to engage all the practice population but there seems to be a lack of interest.

We participate with the FFT, and have an internal annual survey and the majority of our carers and patients feel that we are providing a quality service and would recommend the practice to friends and family. We have also received telephone and written thanks.

At a meeting with the PPG looking at the internal survey results they agreed that there was only one area of concern as highlighted above.

Confidentiality is still a problem and we are going to try several small alterations in the interim before any major structural changes may be considered. From last year's action plan we have had no further complaints about the other two areas highlighted.

We know that we have a very loyal supportive group. They are prepared to attend all meetings and contribute well. They are our "ears and eyes" outside the practice and we ask them to report anything to us which relates to the practice. This they do well and come and inform us of any issues good or bad. They are an asset to the practice and are well prepared to let us know when things are not right. All our members continue to be prepared to remain in the group since we formed the group.

Please submit your report to: england.lancsat-medical@nhs.net by 31st March 2015