

Annex D: Standard Reporting Template

SANDWELL AND WEST BIRMINGHAM CCG
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **KIRPAL MEDICAL PRACTICE**

Practice Code: **M85176**

Signed on behalf of practice: Dr R Bodipati

Date: 04.03.2015

Signed on behalf of PPG: A Godridge

Date: 04.03.2015

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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of members of PPG: 27 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 80%;"> <thead> <tr> <th style="width: 15%;">%</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;">2042</td> <td style="text-align: center;">1909</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">17</td> <td style="text-align: center;">10</td> </tr> </tbody> </table> | % | Male | Female | Practice | 2042 | 1909 | PRG | 17 | 10 | Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 90%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><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%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">895</td> <td style="text-align: center;">418</td> <td style="text-align: center;">724</td> <td style="text-align: center;">662</td> <td style="text-align: center;">534</td> <td style="text-align: center;">388</td> <td style="text-align: center;">196</td> <td style="text-align: center;">210</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> <td style="text-align: center;">6</td> <td style="text-align: center;">5</td> <td style="text-align: center;">9</td> </tr> </tbody> </table> | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | Practice | 895 | 418 | 724 | 662 | 534 | 388 | 196 | 210 | PRG | 0 | 1 | 0 | 3 | 3 | 6 | 5 | 9 |
| % | Male | Female | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice | 2042 | 1909 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PRG | 17 | 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice | 895 | 418 | 724 | 662 | 534 | 388 | 196 | 210 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PRG | 0 | 1 | 0 | 3 | 3 | 6 | 5 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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 | 362 | 26 | | 176 | 43 | 15 | 25 | 32 |
| PRG | 9 | 2 | | | | | | |

| | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | |
|----------|---------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|-------------|-------|-----------|
| | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Any other |
| Practice | 1763 | 519 | 113 | 7 | 201 | 76 | 478 | 25 | | 90 |
| PRG | 8 | 4 | 0 | 0 | | 1 | 3 | | | |

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 on patient notice boards in surgery, on practice website, choices and in our practice leaflet. We also ask patients when attending surgery verbally, and all new patients are made aware of our group and the opportunity to join if they wish. Application forms for new Participants are available from Reception.

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:

All patient services that the practice delivers are discussed with the group. We also discuss our Complaints and Suggestions (including NHS Choices Website), and our practice survey. Additionally we reviewed our Friends and Family Test (FFT).

How frequently were these reviewed with the PRG?

Overview at our 3 monthly meetings. Surveys discussed at our last meeting for the year. From our last meeting held on 04.03.15 the group also agreed our 3 priority areas as below:

Action plan priority areas and implementation

| Priority area 1 |
|--|
| <p>Description of priority area: FURTHER DEVELOPMENT OF OUR PRG GROUP – The group decided that although they have been pro-active over the last 5 years, they feel more is needed to promote and stabilise the group in attracting younger members of our population, including different ethnicities, patients with children and middle aged members.</p> |
| <p>What actions were taken to address the priority?</p> <p>All surgery staff will support the group by re-addressing the advertising in practice, encouraging new patients to join the group and informing them if they cannot attend regular meetings then they will be able to still voice their opinions and take an active part in the discussions with the group by becoming a “Virtual Member” or by receiving minutes through the post.</p> |
| <p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This priority has already been implemented and the results will be reviewed and discussed at our monthly Practice Meeting and our next PRG meeting planned for June 2015.</p> |

Priority area 2

Description of priority area: **INCREASING SURGERY ACCESS:** The group felt that this was a problematic area. This issue was raised in their meeting and asked the surgery to look at increasing access.

What actions were taken to address the priority?

From 01.04.15, the surgery will put more reception staff in place to answer telephone calls to meet the demand at peak times. A Triage system will be in place for all Acute Emergency problems this will be provided on a daily basis. This would be monitored to see if improvement had been made.

An additional new GP is in post which will increase access for our practice population.

All Staff to pro-actively promote our Minor Ailment Scheme available from our local pharmacies, when speaking to patients either Face to Face or via Telephone with regard to their minor ailments of Cough, Colds, Flu like symptoms etc.

The surgery is currently in discussions with regard to Extending Opening Hours OR keeping the practice open for Afternoon Clinical sessions including Triage sessions.

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

The results and impacts will be reviewed and discussed at our monthly Practice Meeting and our next PRG meeting planned for June 2015.

Priority area 3

Description of priority area: **DNA and WAITING TIMES** - The group decided that if they wanted to increase access (see priority 2) however, the surgery needed to monitor all DNA appointments. Also, the group understood that clinics may run late, however, they wanted a system to inform all patients when particular clinics are running late. .

What actions were taken to address the priority?

Re-address advertising in practice. More education with patients with regard to the importance of keeping their appointments and the importance of cancelling their appointments.

The surgery will post DNA figures on their notice boards on a monthly basis for patients to see, and this may encourage patients to cancel their appointments if not needed.

When patients book their appointments via telephone or face to face the reception staff will also encourage patients to keep or cancel appointments.

The surgery also has a Texting system so when patients book appointments they are instantly reminded.

The surgery will inform all patients when a particular clinic or clinicians appointment are running over by a member of our Reception Team actively going into the waiting area and informing patients of how long they can be expected to wait.

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

The results and impacts will be reviewed and discussed at our monthly Practice Meeting and our next PRG meeting planned for June 2015.

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):

Progression of issues raised in previous years as follows:

1. Promote patient understanding of NHS 111 through advertising, Notice Board, leaflet, Website and Patient Information Screen.
This has met and achieved with our PRG approval
2. Improving Access to Clinicians - Recruitment of new Female GP
This has met and achieved with our PRG approval
3. Access via Longer opening times-late evenings or Weekends.
This has met and achieved with our PRG approval.
- 4, Promote further involvement of PRG by advertisement and person invitation.
To continue as per previous agreement with PRG.

3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: *A Godridge*

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