

Annex D: Standard Reporting Template

2018/19 Patient Participation Enhanced Service – Reporting Template

Practice Name: Lordswood Medical Group

Practice Code: M85028

Signed on behalf of practice: Kim Piper

Date: 26th March 2019

Signed on behalf of PPG: Sarah Francis PPG Chair

Date: 26th March 2019

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, Email, Post and telephone | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of members of PPG: 17 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detail the gender mix of practice population and PPG: | | Detail of age mix of practice population and PPG: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 15%;">Male</th> <th style="width: 15%;">Female</th> <th style="width: 15%;">Not specified</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>49.4</td> <td>50.6</td> <td>0</td> </tr> <tr> <td>PPG</td> <td>41%</td> <td>59%</td> <td>0</td> </tr> </tbody> </table> | % | Male | Female | Not specified | Practice | 49.4 | 50.6 | 0 | PPG | 41% | 59% | 0 | <table border="1" style="width: 100%; border-collapse: collapse;"> <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>21.4</td> <td>7.7</td> <td>14.2</td> <td>14.4</td> <td>13.5</td> <td>11.3</td> <td>9.4</td> <td>8.1</td> </tr> <tr> <td>PPG</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>6%</td> <td>17%</td> <td>35%</td> <td>42%</td> </tr> </tbody> </table> | | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | Practice | 21.4 | 7.7 | 14.2 | 14.4 | 13.5 | 11.3 | 9.4 | 8.1 | PPG | 0 | 0 | 0 | 0 | 6% | 17% | 35% | 42% |
| % | Male | Female | Not specified | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice | 49.4 | 50.6 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PPG | 41% | 59% | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice | 21.4 | 7.7 | 14.2 | 14.4 | 13.5 | 11.3 | 9.4 | 8.1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PPG | 0 | 0 | 0 | 0 | 6% | 17% | 35% | 42% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Detail the ethnic background of your practice population and PPG:

| | White | | | | Mixed/ multiple ethnic groups | | | |
|----------|---------|-------|--------------------------|-------------|-------------------------------|----------------------|--------------|-------------|
| | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed |
| Practice | 48.6% | 0.7 | 0 | 3 | 1.3 | 0.9 | 0.8 | 0.4 |
| PPG | 83% | 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 | 2.6 | 1.1 | 0.3 | 0.6 | 1.3 | 2.1 | 1.3 | 0.13 | 0.12 | 34.75 |
| PPG | 17% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

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 group has been advertised on the practice website, in the PPG newsletter and by posters in the waiting rooms. GP and Health Visitors have been asked to encourage patients to join PPG, especially keen to engage younger patients and get more representatives from Quinborne Medical Practice and Quinton Family Practice. We do not consider the group to be representative of the full patient group yet and will continue our efforts. We note that the majority of PPG members are over 65 and wish to address this. This has however increased slightly over the last year. This year we have also asked on the survey if patients would like to join the group and the group are considering ways patients can be involved without having to attend meetings.

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?

Specific characteristics of our practice population include an LGBT+ community and probable higher than average proportion of job seekers in part of the practice area.

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

We advertise the PPG on the practice website, by posters in the waiting rooms. GPs and Health Visitors have also been asked to encourage patients to join the PPG. We continue our efforts to include patients from specific groups.

2. Review of patient feedback

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

PPG Survey, feedback from members of comments they may have received from other patients or queries they themselves have, review of NHS Choices comments.

The PPG is aware that that the survey is small and lacks segmentation.

How frequently were these reviewed with the PPG?

Quarterly PPG meetings. A sub group of the PPG also meets to produce the yearly patient survey and then discuss the results and produce a draft action plan for priority areas which is then taken to the full group meeting to be agreed before implementation.

3. Action plan priority areas and implementation

| Priority area 1 |
|--|
| <p>Description of priority area:</p> <p>Extended Access Hub</p> |
| <p>What actions were taken to address the priority?</p> <p>The survey results showed that some patients are unaware of this service. The practice will increase patients' awareness of the extended access hub via information in the waiting area</p> |
| <p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Later appointments may be more convenient for patients. If more patients are using the extended hours may help ease appointment availability throughout the day</p> |

Priority area 2

Description of priority area:

Contacting patients

What actions were taken to address the priority?

The survey shows that patients preferred method for the practices to contact them is by text, with phone being the second most popular method of contact. The practice already sends text reminders to patients for appointments, the survey shows that the majority of patients find this useful. The practice is also moving towards text messages rather than letters as a way of inviting patients to attend clinics such as flu clinic

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

The practice is responding to patients preference for contact method. Text reminders for appointments has helped reduce DNA's. The practice needs to ensure contact details for patients are kept up to date.

Priority area 3

Description of priority area:
Phone System

What actions were taken to address the priority?

The practice has updated the phone system as a response to patients having difficulty getting through to the practice. The results of the survey show that patients have found that the new phone system has improved contacting the practice

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

It is now easier for patients to get through to the practice on the phone. Certain times of the day i.e. early mornings are still busy but the practice is constantly reviewing this and are looking at ways of improving contact to the practice.

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):

In the previous years action plan we looked at:

Electronic Prescribing – the practice continues to advertise this service and the number of patients who have signed up for EPS is slowly improving.

Book GP of choice and Nurse appointments online – unfortunately this is something we have been unable to change as this is still limited by our clinical system.

Later appointments & more telephone appointments – Later appointments are available for patients via the extended access hub. The practice has increased the number of telephone appointments available daily. The practice is now also looking into providing online consultations as another way of being more accessible for patients.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:

How has the practice engaged with the PPG:

Good communication between PPG, GP Partner who attends the meetings, Business Manager and Finance Manager.

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

Patient survey, Information about the PPG is available on the practice website.

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

Yes via the survey.

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

Draft action plan was submitted to the PPG for discussion and agreement.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Improved access to the surgery via phone, responding to patients preferable method of contact, providing more convenient appointment times.

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