

Annex C: Standard Reporting Template

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

Practice Name: Caradoc Surgery

Practice Code: F81026

Practice website address: <http://www.caradocsurgery.co.uk/>

Signed on behalf of practice: Lesley Hutchings

Date: 23.3.15

Signed on behalf of PPG: Jenny Heard

Date: 23.3.15

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES
Method of engagement with PPG: Regular meetings with Patient Representatives and Practice Manager (as required), PPG meetings at least four times a year, email, newsletter, practice web site.
Number of members of PPG: 68

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3630	4186
PPG	29	37

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	31.1	6.1	6.1	8.1	12.1	13.1	20.1	20.1
PPG	0	0	0	0	0	48	50	2

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	49.1	1	0	0	0	0	0.1	1
PPG	99.1%	0.5	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	1.1	1	1	1	1		1	1	0.1	0.1
PPG	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:

Newsletters posted on the practice web site inviting patients to join and encourage them to raise issues with the practice.
 Regular meetings of the PPG which are advertised on the PPG nominated board within the waiting room, on the web site and via links with the Residents' Association and articles in local publications. We have two councillor representatives on the PPG who use local networks to inform patients of issues within the practice.

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/NO

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

The practice has a high percentage of over 65 year olds and retirees so a variety of means of communication are used to inform and encourage new members and raise patients' issues so we use email, newsletters, networking with the Residents' Association and publicity with the practice.

2. Review of patient feedback

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

Access to a GP – patients were concerned under the previous partnership when the practice only had 1 GP partner and a small number of locums, that appointments were difficult to obtain. Since November 2014, Anglian Community Enterprise took over a “caretaker contract” under NHS England. A.C.E has worked hard to recruit salaried doctors with no success to date although the practice does now have “regular” locums and the availability of appointments has gradually improved. However longer term it is desirable to have a more stable employed GP workforce.

Access on the phone :The telephone system has been re-programmed to improve access as there were numerous comments that patients could not get

through on the phone. Patients are now informed where they were in the queue and do not just get an engaged tone or constant ringing tone. It is hoped that patients will use the on line appointment service when it goes live on 1st April 2015.

Access staffing: In addition the practice is also reviewing the staffing structure to ensure more reception staff are spread across the day from 7.45 am to 6.45 pm so that the practice can be more accessible to answer the phones promptly, deal with the queries and therefore ensure a smooth running service for our patients.

How frequently were these reviewed with the PPG?

The practice manager(s) keeps in regular contact with the PPG via email or one to one meetings, or by attending the PPG meetings to update the group on services within the practice in order to ask for feedback from patients on what they think of the improvements to the practice

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: ACCESS: To continue to improve access for patients via the phone and for patients to be able to book ahead appointments which relies on having a stable GP base and the practice not in the long term being run on a locum only basis</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• Advertising for GP salaried posts is on-going• Working closely with locum agencies to ensure a regular supply of GP's, although the locum agencies have noted a 30% increase in demand for locums. Working more closely with local practices to support each other if we are short of locums on particular days• Monitoring the improvements to the phone system to assess whether patients can get through more easily – asking for patient feedback• Offer on line appointments via our web site from 1st April 2015, repeat prescribing and access to medical records
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients will be less anxious if access improves as they tend to turn up to the surgery before it opens so they can get an</p>

appointment.

Having on line appointments will suit patients who work as it will be more flexible or cannot get through to the practice easily to book first thing in the morning.

To try and provide continuity of care if patients prefer to see their regular GP

Priority area 2

Description of priority area: **Training of Reception staff.** Staff who have been recruited in the past have had little or no training which has meant the reception did not operate at optimum level of efficiency.

What actions were taken to address the priority?

An interim Assistant Practice Manager has been appointed with a view to appointing a permanent post, who has responsibility for the training and overall running of the reception area. Staff have been sent on training days on Customer Care to improve front of house services

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

The impact on patients will be that they receive a more customer focussed efficient service.

Priority area 3

Description of priority area: Patient Survey – a survey of patient feedback has not been carried out this year due to the change of “ownership” of the practice and other urgent priorities eg staff restructuring, recruitment of GP’s

What actions were taken to address the priority?

A patient survey will be conducted in May 2015.

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

The practice will take note of the feedback from patients and work with the PPG to implement or address their issues. This will be publicised in the PPG newsletter, posted on the practice website, and discussed at the PPG meeting

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):

Although the practice may have participated in the PPG DES in previous years, Anglian Community Enterprise only took over in November 2014 so the practice cannot comment on issues and progress raised previously.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 23.3.2015

How has the practice engaged with the PPG: **Yes, meetings with PM's, clinical nurse lead, email**

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

Working with the PPG to publicise their involvement and achievements via the practice web site, newsletters and meetings

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

Yes by letter and via feedback from the PPG

Was the PPG involved in the agreement of priority areas and the resulting action plan? **Yes on all priorities**

How has the service offered to patients and carers improved as a result of the implementation of the action plan? **Yes, it is on-going and there has been noticeable improvement**

Do you have any other comments about the PPG or practice in relation to this area of work? **The PPG and practice are working closely together to make improvements to the service for patients and both sides are willing to listen and take on board suggestions and actions. It is an on-going process given the difficulties the practice has experienced with lack of recruitment of permanent GP's and the high demand for appointments as the majority of the population is over 65.**

