

Annex D: Standard Reporting Template

**Birmingham, Solihull & The Black Country Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template**

Practice Name: Newtown Health Centre

Practice Code: M85020

Signed on behalf of practice: Dr S Mukherjee

Date: 10 February 2015

Signed on behalf of PPG: Mavis Finglass

Date: 10 February 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, Email, Other (please specify)

Face to face meetings

Number of members of PPG: 16

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50.7%	49.3%
PRG	31%	69%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	27.8%	11.5%	16.3%	14.7%	12.9%	6.9%	4.5%	3.8%
PRG	0%	0%	0%	6.3%	6.3%	12.5%	43.8%	31.3%

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	12.4%	1.3%			1.9%	1.6%	0.1%	
PRG	37.5%	12.5%			0%	0%	0%	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Not Stated
Practice	2.8%	5.0%	7.3%	0.8%	1.3%	15.6%	15.4%			22.9%
PRG	6.3%	0%	0%	0%	0%	0%	37.5%			6.3%

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:

All previous attendees to PRG meetings are automatically invited in writing and by phone to attend the PRG meetings. In addition to this an internal memo was sent to all GPs and Nurses informing them for the dates of the PRG, inviting them to attend and encouraging them to mention to patients they were consulting with. Reception staff were also encouraged to invite new patients and show them the posters advertising the upcoming PRG meeting. All staff were informed to try to encourage a broad selection of patients with gender, race, disability, mental illness not being a barrier. Clearly there are always some sections of patients that would not be able to attend a PRG group meeting (eg house bound patients or terminally ill patients).

Overall the Practice made a genuine effort to advertise in the surgery by poster and face to face contacts. Despite these efforts there is some variation between the Practice Profile and the PRG profile. More male representation is needed and more members from the Black African, Pakistani and Bangladeshi ethnic groups and more members in the younger age groups (under 16s, 17-24, 25-34).

No new patients joined the group this year and no patients left the group.

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:

- PPG Member feedback
- Practice Complaints
- Patient Postal Survey
- In-house patient survey on appointment system

How frequently were these reviewed with the PRG?

- PPG Member feedback – at each quarterly meeting
- Practice Complaints - annually
- Patient Postal Survey -annually
- In-house patient survey on appointment system - annually

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improve Appointment Availability

What actions were taken to address the priority?

Practice invested in support from company (GP Access) to help re-haul the way patients would access GP appointments. Essentially all patients are

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

Approx 7% more patients being treated within the Practice per week than previously. Information has been shared at PPG level but needs to be cascaded in a newsletter too.

Priority area 2

Description of priority area:

Improve Telephone Access

What actions were taken to address the priority?

Practice invested in new phone system to help deal with call waiting and queues at peak times

This includes features for staff to see on a call board how many patients are waiting in a queue and allows other staff to step in to the call group to help answer calls.

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

Less issues. However can still be a problem if staffing levels drop.

Priority area 3

Description of priority area:

Improve patient education for self help for minor medical problems

What actions were taken to address the priority?

“Choose Well” leaflets given out and posters put up which encouraged patients to use pharmacy services for minor ailments where possible.

Envisage TV screen to be installed to allow the Practice to play health promotion videos

The website to provide information and links to help for minor medical problems.

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

Anecdotal evidence from patients that this has been helpful.

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):

The patient representative group at Newtown Health Centre has been running on an annual basis since QOF began in 2004. However it has been running on a more regular (quarterly) basis since 2009. It was set up to understand the views of patients on the services that the Practice offers. The group reviews everything from access to the services, to local health needs, to the effect of the changes in the NHS on the practice. It is an open membership group that encourages involvement and attendance from all areas of the practice community. The Practice holds a register of patient group members' names, phone numbers and email addresses.

We have made progress on the following issues over the years:

- Staff customer care training
- Premises refurbishment
- Installing Well TV to give health educational info
- New appointment system – GP access
- Publicising complaints procedure
- Patients helping the Practice to reach its public health targets (e.g. flu vaccinations, smears)
- Reducing appointments that were wasted by non attendance

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 10 February 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?

An internal memo was sent to all clinical staff informing them for the dates of the PRG, inviting them to attend and encouraging them to mention to patients they were consulting with. Reception staff were also encouraged to invite new patients and show them the posters advertising the upcoming PRG meeting. All staff were informed to try to encourage a broad selection of patients with gender, race, disability, mental illness not being a barrier.

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

Yes – complaints (written, oral), postal surveys, PPG engagement, Friends and Family Test

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

Yes the above actions plans were agreed in March 2014 within a PPG meeting.

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

Improved patient access to GPs, more patients treated per week. Less delay to see a GP.

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

ACCESS TO SERVICES

Telephone number: 0121 411 0349

Address: Newtown Health Centre, Newtown, Birmingham, B19 2JA

Website: <http://www.raydocs.co.uk>

PUBLICATION OF THE REPORT

This report and the results to the Practice Questionnaire are available on the practice website: <http://www.raydocs.co.uk>

Hard copies are available at the surgery and should be requested from the Practice Performance Manager (Kasim Choudhary).