



Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

Peterborough Area Team
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Hampton Health

Practice Code: D81630

Signed on behalf of practice:

Date:

Signed on behalf of PPG/PRG:

Date:

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

Does the Practice have a PPG? YES / NO	Yes Virtual
Method of engagement with PPG: Face to face, Email, Other (please specify)	Email/SMS, Facebook page currently in development.
Number of members of PPG:	154

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48%	52%
PPG	43%	57%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	32	9	18	20	11.5	4.5	2.5	2.5
PPG	0	3	34	29	18	8	6	2

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other White & European	White & Black Caribbean	White & Black African	White & Asian	Other mixed
Practice								
PPG	90	1	0	15	0	0	1	2

	Asian/ Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice										
PPG	14	5	0	0	2	8	2	1	0	4

9 not stated ethnicity PPG

For practice Breakdown of ethnicity please see attached ethnicity breakdown.

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:

Membership is offered to all patients on registration. As it is a virtual group it is also inclusive regardless of mobility or transport problems.

We also offer membership to those without access to a computer and contact them by letter or phone.

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 (Lesbian Gay Bisexual Transgender) community? YES

Practice population demonstrates typical 'New Town' demographic of a younger working population, with children. They don't have time to come to the surgery for evening meetings as that's not convenient for them and they are working during the day, but they still want to be consulted or kept informed about their surgery.

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

This is why we have a virtual group.

2. Review of patient feedback

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

Friends and family test results
Patient Complaints

From December 2014 we have been collecting patient feedback through the NHS Friends and Family Test, looking at whether you would recommend our service, what you like and what you think we could improve.

We have met as a practice to discuss results and identified priority areas for improvement, and we have come up with some ideas on changes to achieve the improvements.

How frequently were these reviewed with the PPG?

Any changes throughout the year were communicated to the group and the wider population.

The action plan was drawn up after the 1st 3 months of Friends and Family Test results also taking into account other feedback and complaints received during the year.

The action plan has been shared with the virtual group.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

You told us that:

- You had problems being able to book appointments – there are never enough.

What actions were taken to address the priority?

- Patients may not need an appointment with a GP when they make one it may be more appropriate to see another clinician, get advice from a local pharmacist, or get advice re self-care. We are therefore adding more information to our website and Facebook page to enable patients to make a choice about their care and make more appointments available for patients with an illness or injury that won't go away.
- We now have a self-check Blood Pressure Monitor on site for patients to take their own Blood Pressure readings without the need for an appointment. If the reading shows a BP below 95/50 or above 150/90 reception will arrange an appointment for the patient to be seen by a Practice Nurse or Health Care Assistant.
- We have made appointments available in a regular Friday afternoon Minor Illness Clinic with our prescribing Practice Nurse, Sandra Dawson for patients who are unwell and want to be seen before the weekend. Appointments open for booking first thing on Friday mornings.
- We also have more appointments available with our Advanced Nurse Practitioners. We are producing patient information about their role, what they can see and what they can deal with which will be available on our Website, Facebook page and in leaflet format, as we have found that patients are sometimes reluctant to take available appointments with Advanced Nurse Practitioners possibly as they are unaware of their skill set.

- We have a problem, like many other practices, with patients not turning up for booked appointments. During the past week 27 patients failed to attend their appointments resulting in 6 hours of consulting time being lost, which could have been offered to other patients. We would like to make a plea that you contact us to cancel your appointment if you can't make it. Even if you can't give us much notice we can often still use the appointment for another patient and it would be a big step towards using meeting patient demand for appointments.

Last year in response to your comments about appointments we investigated moving to a more triage based service for appointments to see if that could give us more capacity. After research, and gathering data it was clear that we would not be able to use this system in our current premises as we don't have enough space for it to work effectively.

We continue to investigate other options and available new technology which may be able to give us more capacity.

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

Too early to comment on the impact. We hope patients will find it easier to make an appointment and we will continue to measure over the next 12 months.

Publicised on our website/ Facebook/in the surgery/via the gazette – the local newsletter this is delivered to all households in the Hampton area.

Priority area 2

Description of priority area:

You told us that:

- You told us it was difficult to get through to the surgery on the phones.

What actions were taken to address the priority?

- We do currently have a pick list on our phone system to connect directly to a particular department. We are looking at making the directory for this service clearer.
- During busy times patients ringing for an appointment may have to hold the line with no idea how many other people are queuing and therefore how long they may have to wait. We appreciate this must be frustrating and that it also doesn't give you the opportunity to decide whether you have time to wait or if you would prefer to ring back. We are therefore installing a queuing system to our phones which will update when all our receptionists are busy with details of where you are in the queue. We will also give you more information about other options you can choose rather than waiting.
- You can book appointments, order prescriptions, pass messages to the surgery and have access to a summary of your medical record by registering for Patient Online. Access to this service is available via our website, or ask our receptionists for details the next time you visit the surgery.

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

Due to be installed 24th March. We will monitor to see if this improves patient experience.

Publicised on our website/ Facebook/in the surgery/via the gazette – the local newsletter this is delivered to all households in the Hampton area.

Priority area 3

Description of priority area:

You told us that:

- You told us we need more staff and that you never see the same person.

What actions were taken to address the priority?

We appreciate that over the past couple of years there has been a lot of change of staff at the practice particularly the clinical staff. We do hope however that we now have a more settled team, so you will see regular faces at the practice.

- We have recruited more clinical staff during the year including 2 GPs, Dr Moon and Dr Hameed and more recently an additional Advanced Nurse Practitioner, Rob Bristow, and this will enable us to offer more appointments.
- Although Dr Moon is currently on maternity leave she will re-join us later in the year, and to try to maintain continuity we are using regular locums, Dr Dhillan and Dr Khan to provide maternity cover.
- We understand from your comments that ideally you would like to see the same clinician when you make appointments, but as none of the clinicians work every day this is difficult. However please be assured that we do all work as a team and whoever you see will be aware of your previous consultations and medical history and your care will be continuous regardless of who you see.

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

The additional staff should enable us to offer more appointments and after a period of change things should be more settled and patients should be able to see the same clinicians more regularly if not the same clinician every time.

Publicised on our website/ Facebook/in the surgery/via the gazette – the local newsletter this is delivered to all households in the Hampton area.

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):

We have updated our registration pack to ensure there is sufficient information given to all new patients to the practice, that patients are not asked to fill in unnecessary duplication of paperwork when they register and we have tried to update and improve the information provided on the Practice website and have set up a Facebook page for the practice so that patients can access information in more conveniently.

The installation of a phone queuing system is the conclusion of a piece of work undertaken after last year's report. We have been working with new phone providers for the past 6 months.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

Membership is offered to all patients on registration. As it is a virtual group it is also inclusive regardless of mobility or transport problems.

We also offer membership to those without access to a computer and contact them by letter or phone.

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?

Too early to comment.

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

We are still working on the development of a new purpose built surgery building for the practice and we hope we will be able to finally move forward with this in 2015.