

Annex D: Standard Reporting Template

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

Practice Name: Langley Health Centre

Practice Code: K81024

Signed on behalf of practice: Dr Nazaff Adam Date: 27.03.2015

Signed on behalf of PPG: Tina Heath Date: 29.03.2015

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, Email, Other (please specify) – Face to Face meetings.												
Number of members of PPG: 5 members – Tina Heath, Hilary Blanchard, Divya Patel, Penelope Pincott, Richard Stokes												
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:								
%	Male	Female		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	8622	8879		Practice	4221	1431	2906	2906	2235	1677	1084	1038
PRG	20%	80%		PRG						20%	60%	20%

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	5112	1	130	1748	76	86	105	171
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2608	1245	55	61	699	718	249	56	34	4376
PRG										

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:

We have contacted several younger patients to invite them to join PPG. We have an Asian patient, elderly member and other representatives.

We have also been getting views of our patients in other ways – through friends and family test and a recent practice survey so we get a wider view from our patients.

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:

Practice survey (annual).

Friends and family test (monthly since December 2014)

Feedback from PPG members

Prime Ministers Challenge Fund Survey

How frequently were these reviewed with the PRG? **PPG meeting quarterly.**

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 589 421">Description of priority area:</p> <p data-bbox="203 464 618 496">Improving Telephone Access</p>
<p data-bbox="203 649 887 681">What actions were taken to address the priority?</p> <p data-bbox="203 722 1570 831">Additional receptionist at 8am answering phones with increase in the number of lines from 4 to 6. Additional GP slots for telephone appointments (extended hours). New BT phone system installed July 2014 with monitoring and call waiting facility.</p>
<p data-bbox="203 984 1312 1016">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1058 1693 1090">Improved telephone access for patients with new queuing system and more responsive receptionist team.</p>

Priority area 2

Description of priority area:

Improving patient communication of vision of practice/ the team/ actions to address access.

What actions were taken to address the priority?

Lead GP allocated.

PPG board updated.

New message screen installed in waiting room

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

New message screen up and running.

Improved communication and awareness amongst public.

Recent open evening held 24.3.15.

Priority area 3

Description of priority area:

Improving access to GP appointments.

What actions were taken to address the priority?

Availability of online access to appointments – both weekday and weekends.

Additional GP sessions recruited to.

Infrastructure bid placed with NHS England to allow more consulting rooms onsite.

Commenced 7 day access weekday evening and weekends with the PMCF bid and operating as a Langley Cluster

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

Additional appointments provided book ahead and on the day with online access.

Improved patient satisfaction of PMCF appointments.

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):

From previous year – improved telephone experience noted with reception satisfaction improving with new members joining the team.
Patient communication improved – up dated website and recent information screen installed in waiting room which is run by the practice and slides updated monthly.

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: 29.03.2015 Tina Heath

How has the practice engaged with the PPG: **Quarterly meetings with PPG members.**

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

Through direct feedback in consultations/ attendance at practice we have gained additional feedback e.g amending the open surgery clinic to a urgent care clinic with catch up slots to reduce patient waits; learning disability patients through annual health check and younger patients through friends and family test.

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

Through verbal and written feedback through annual survey and FFT.

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

Yes through review of annual survey and feedback.

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

Improved telephone access to a GP as well as implementing online booking.

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

No.