

Annex D: Standard Reporting Template

North West Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: SOUTH PARK SURGERY

Practice Code: N81029

Signed on behalf of practice: *Dr Gill Plant* Date: 17 March 2015

Signed on behalf of PPG: *DG (Chairman)* Date: 3 March 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									
Number of members of PPG:		10									
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	49.7%	50.3%	Practice	17.2%	7.9%	11.7%	12.3%	16.7%	11.9%	11.7%	10.7%
PRG	40%	60%	PRG	-	-	-	-	-	30%	30%	40%

Detail the ethnic background of your practice population and PRG:

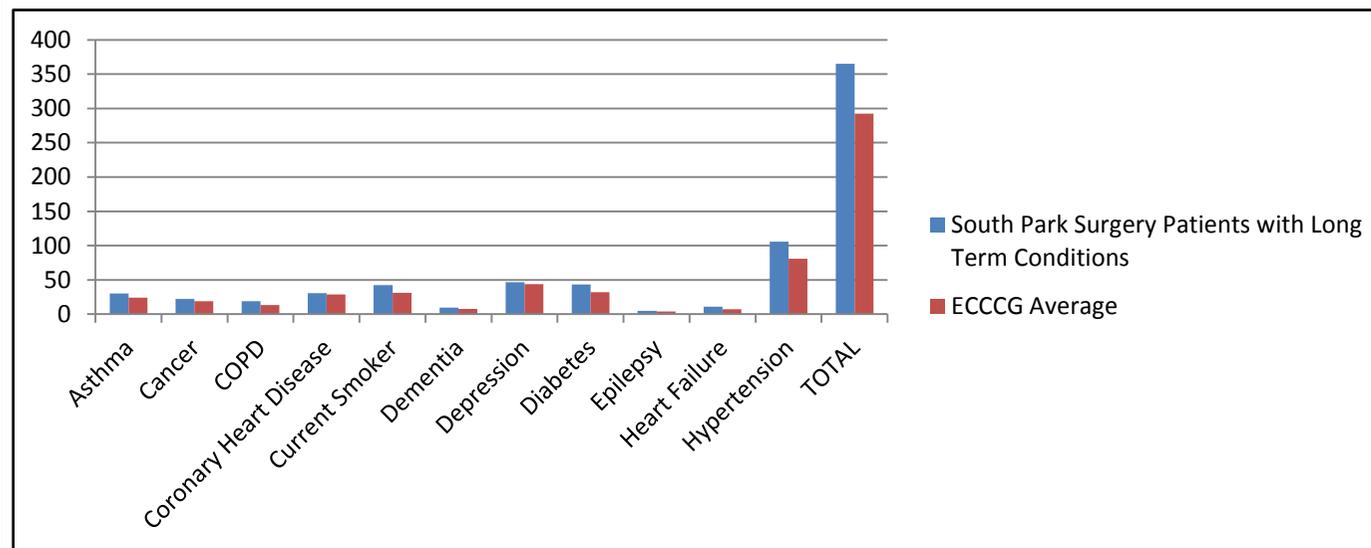
	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	72.41%	0.01%	1.44%	-	0.04%	0.05%	0.07%	0.06%
PRG	90%	-	-	-	-	-	-	-

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1.02%	0.06%	-	0.14%	3.86%	0.03%	-	0.06%	-	0.03%
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:

Eastern Cheshire has the fastest growing aging population in the North West, with more than one in five people aged over the age of 65. This is higher than the national average and translates as a higher 'older age' ratio with a higher than average level of associated long-term conditions typical of an older population.

It is, therefore, unsurprising that more than 27.7% of South Park Surgery's Patient List is now over the age of 60 (as detailed in the table on the following page), many of whom live alone with increasing incidence of chronic long-term health conditions - thus needing more support and treatment in the provision of their out-of-hospital care. This is an increase of 0.4% from last year (2014).



As such, whilst it is not easy to have representation from a broad cross section of a Practice's population, South Park Surgery has continued to maintain its own Patient Participation Group since 1997. The Group members have volunteered and been recruited over the years by word of mouth, during consultations, posters in Reception and via the website (www.southparksurgery.co.uk) because the Practice recognises the mutual benefits such close links bring. The Group Members continually help guide the Practice in its understanding of what our Patient population would like from us and demonstrates how we continue to take their views into account when planning the range, shape and quality of services. With the input of (and attendance by) some of Patient Participation Group members, these opinions filter through into the wider Waters Green Medical Centre Patient Participation Group (PPG) as well as Eastern Cheshire Community HealthVoice which was created in 2011 to act as a champion for Patients, Carers and members of the public in Eastern Cheshire. The Waters Green Medical Centre PPG, in turn, continues to have contact and links with local organisations such as: Age UK Cheshire East, Just Drop In, Churches Together and the Disability Information Bureau (DIB), which helps the Surgery to more readily access the views and topics that matter to our more under represented, marginalized or vulnerable groups.

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?

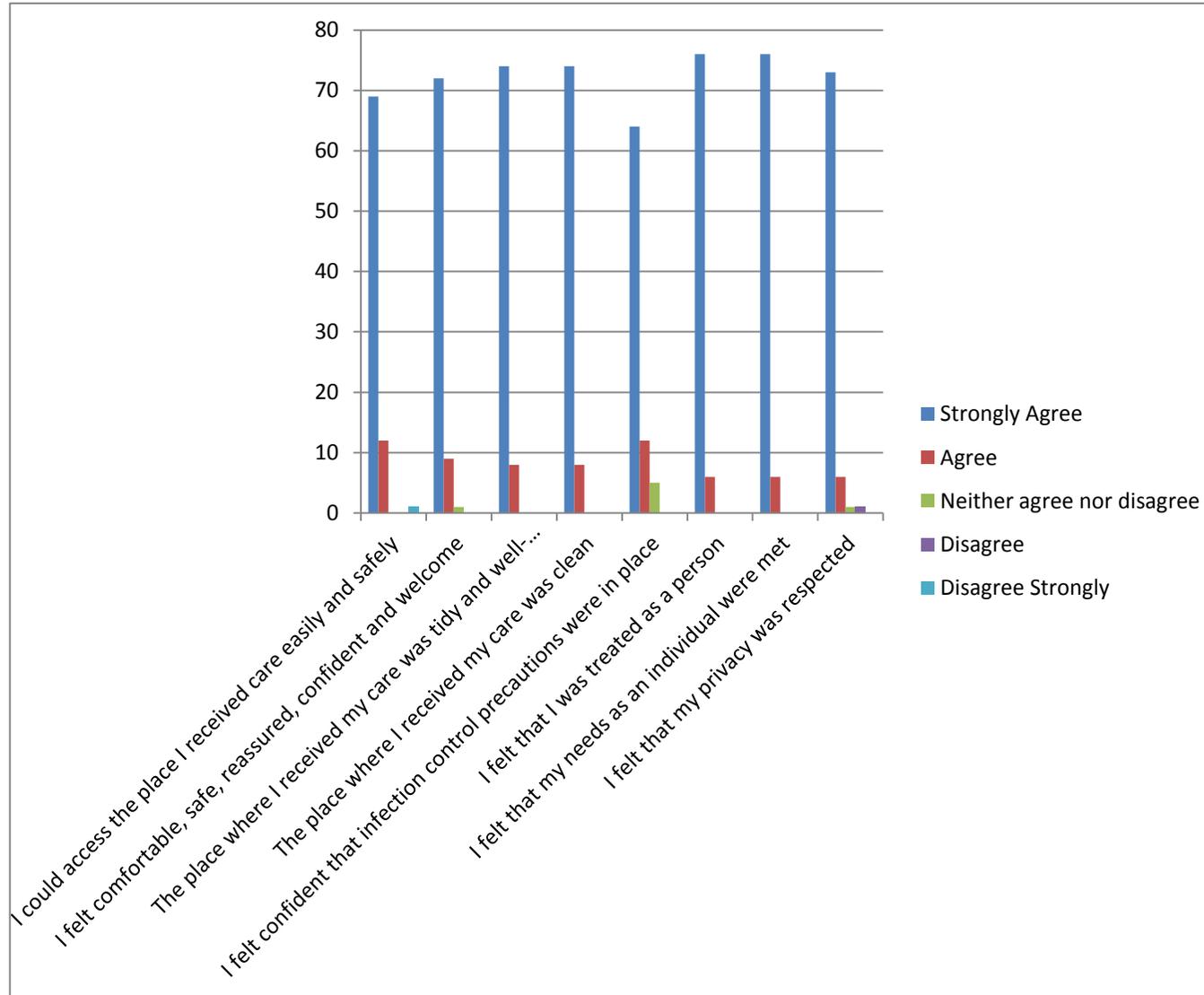
No

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:

- Patient Suggestions / Complaints via the Practice's Patient Participation Group / the Practice suggestion box / the Practice website
- Privacy and Dignity Survey Autumn 2014:



- Deafness Support Network audit (August 2014):



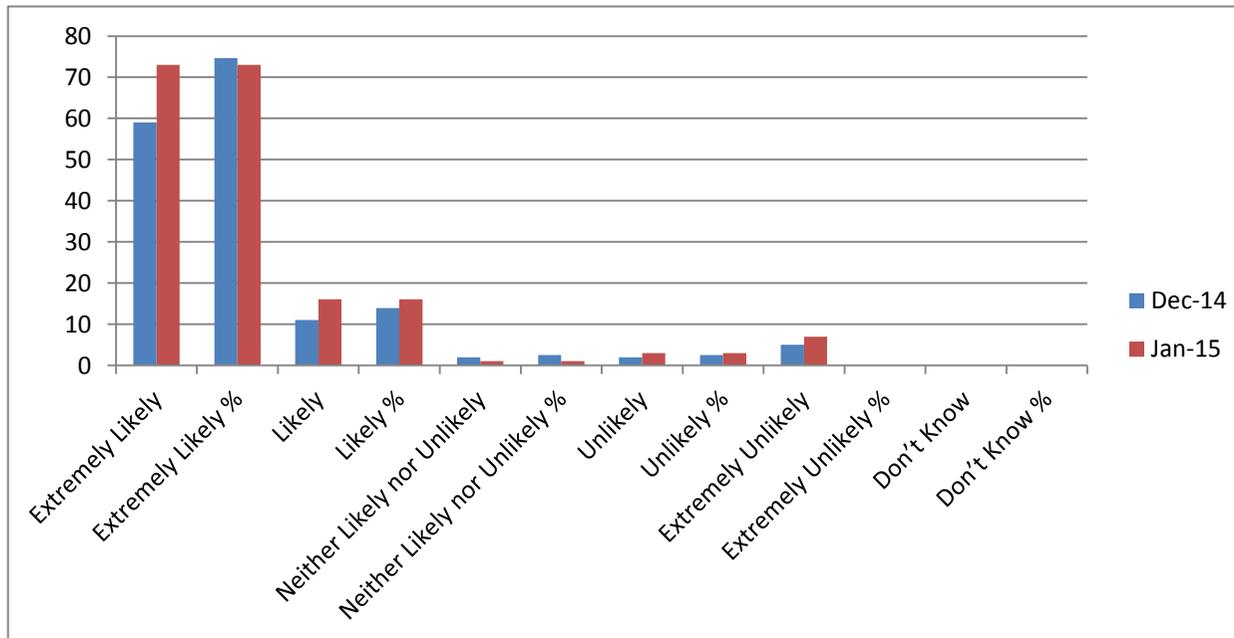
SPS Deafness
Support Network Rep

- CQC Intelligent Monitoring Report (November 2014):



SPS - CQC Intelligent
Monitoring Report (N

- Friends and Family Test Data (Launched 1 December 2014):



- CQC Inspection Report (Inspection Date: 2 December 2014):



1-554473034_locatio
n_south_park_surger

How frequently were these reviewed with the PRG?

We met with South Park Surgery's Patient Participation Group with the following dates to discuss / review these matters:

- 8 April 2014
- 29 July 2014
- 15 August 2014
- 23 September 2014
- 4 November 2014
- 9 December 2014
- 27 January 2015
- 3 March 2015

3.Action plan priority areas and implementation

Priority area 1

Description of priority area:

To improve telephone access to the Surgery and appointments

What actions were taken to address the priority?

- Practice (Quarterly) Newsletter introduced to advertise and promote services such as the Surgery's extended Triage Service, the re-launch of the Minor Ailments Service, Waters Green Medical Centre's Phlebotomy Service opening times, the Practice's Seasonal Flu campaign, Practice opening / closing times
- With effect from January 2015 the Practice introduced additional telephone appointments during routine morning surgeries to increase / improve access in a more convenient way for Patients
- With effect from January 2015 the Practice started to reopen at 5.00pm after training afternoon closures to increase appointment availability and improve general access
- Continued promotion of the Practice's online appointment booking and routine repeat prescription ordering facility via posters, leaflets, Practice website
- With effect from March 2015 the Practice plan to introduce a blood result telephone line in the Practice's Admin Dept (Monday's 2.00 – 4.00 pm) again to help reduce the volume of calls coming through Reception to access appointments

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

Given that the above actions have been advertised 1 + month in advance on:

- Posters / flyers within the Practice
- Electronic Information board in the Practice Reception area
- Practice website
- Practice's Prescription post box at the entrance of Waters Green Medical Centre on the ground floor

these actions have and will better serve to inform and educate a greater number of the Practice's Patients / Carers to ensure that they can make an informed choice ~ enabling them to make best use of the most appropriate / relevant service they require in a more convenient and timely way.

Priority area 2

Description of priority area:

To improve Patient confidentiality

What actions were taken to address the priority?

- Privacy barrier were introduced behind the main reception desk in September 2014 to assist Reception staff with confidentiality when handling calls on back desks (given the open plan nature of the Practice's Reception area)
- Practice Newsletter introduced in September 2014 to advertise / request that Patients stand back from the main Reception desk when waiting to be attended to (especially if others were other already being spoken to ahead of them) and to educate Patients about the availability of the Practice's Privacy Booth
- Online services were expanded in September 2014 to include limited access to Patient medical records for Patient convenience, to help reduce foot fall at the main Reception desk and over the Practice's telephones regarding such enquiries ~ therefore, improving confidentiality
- With effect March 2015 the Practice plan to introduce a blood result telephone line in the Practice's Admin Dept (Monday's 2.00 – 4.00 pm) again to help reduce the volume of calls coming through Reception to access appointments and also improving Patients opportunity for confidential contact with the Service

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

Given that the above actions have been advertised / will be advertised 1 + month in advance on:

- Posters within the Practice
- Polycomp board in the Practice Reception area
- Practice website

these actions have and will better serve to educate the Practice's Patients and / or their Carers about our efforts to address / improve issues regarding confidentiality in such an open plan area and also to ensure that they can make an informed choice and make best use of the Service in a more private, convenient and timely way.

Priority area 3

Description of priority area:

To support Patients with hearing loss

What actions were taken to address the priority?

- Continued promotion of the Practice's hearing loop facility
- Re-training of Clinicians in the use of the Practice's tannoy system in November 2014 and February 2015
- British sign language training arranged for 2 staff (in Admin and Reception) during January ~ March 2015
- Practice leaflet for patients with hearing loss in production for circulation with effect March 2015

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

Given that the above actions (where appropriate) have been advertised / will be advertised 1 + month in advance on:

- Posters within the Practice
- Polycomp board in the Practice Reception area
- Practice website
- Practice Leaflet for Patients with Hearing Loss

these actions have and will better serve to help more vulnerable members of the Practice's List and / or their Carers about our efforts to assist those with hearing problems ~ particularly in such an noisy open plan area and also to ensure that they can make an informed choice and best use of the services they might wish / need to avail of in a more convenient and timely way.

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):

Improved telephone access / booking with named GPs and waiting times in Reception for appointments following:

- re-launch of Practice website,
- promotion of online booking facility and routine repeat prescription ordering facility,
- promotion of text reminder facility
- promotion of extended Triage Service and other clinical services / facilities (e.g. additional 24 hour BP machines / hydraulic couches)
- provision of Admin / Secretarial Departments direct dials
- posters advertising GPs days / sessions of work
- updated appointments leaflets / posters (including appointments with Nursing Team)
- advisory messages activated on Auto Check In Machine to notify Patients of the numbers of Patients already waiting ahead of them
- promotion of Practice's Late Arrival Policy

4.PPG Sign Off

Report signed off by PPG:

DG (Chairman)

Date of sign off:

3 March 2015

How has the practice engaged with the PPG:

Face to face meetings / email

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

Some of the Surgery's Patient Participation Group members attend the wider Waters Green Medical Centre Patient Participation Group (PPG), which has contact and links with local organisations such as: Age UK Cheshire East, Just Drop In, Churches Together and the Disability Information Bureau (DIB). This helps the Surgery to more readily access the views and topics that matter to our more under represented, marginalized or vulnerable groups.

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?

These actions have and will better serve to inform and educate a greater number of the Practice's Patients / Carers to ensure that they can make an informed choice ~ enabling them to make best use of the most appropriate / relevant service they might need or require in a more convenient, private and timely way.

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

No