

Annex D: Standard Reporting Template

Cheshire, Warrington & Wirral Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Wrenbury Medical Practice

Practice Code: N81614

Signed on behalf of practice (type name):

Date:

Signed on behalf of PPG (type name):

Date:

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

Does the Practice have a PPG? YES / NO YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face quarterly meetings at the surgery																																					
Number of members of PPG: 7																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1688</td> <td>1719</td> </tr> <tr> <td>PRG</td> <td>1</td> <td>6</td> </tr> </tbody> </table>	%	Male	Female	Practice	1688	1719	PRG	1	6	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>618</td> <td>234</td> <td>312</td> <td>406</td> <td>581</td> <td>519</td> <td>436</td> <td>301</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>0</td> <td>1</td> <td>3</td> <td>3</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	618	234	312	406	581	519	436	301	PRG	0	0	0	1	0	1	3	3
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Detail the ethnic background of your practice population and PRG: Not all ethnicity has been recorded I have completed the data recorded to date

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	1560							
PRG	6			1				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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 invite any registered patient to join the PPG irrespective of gender age and ethnic background. We widely advertise on our website and newsletters for any patient wishing to join the group to contact the group or the practice manager for information.

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

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:

Improving access to services at your GP Practice forms completed by patients re opening hours
Practice survey on the practice and with individual GP reports externally analysed and reported with feedback by CFEP Surveys
Family and Friends Test

How frequently were these reviewed with the PRG? Meetings are held quarterly

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Access has always been very important to the practice and will always put in place any improvements necessary. One patient comment on the survey report was that the wait time for one GP was longer.

What actions were taken to address the priority?

The practice has extended the surgery session length for this GP and put in longer time slots for patients needing double appointments. This has shown an improvement but we are monitoring the appointment wait times over the next few months.

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

Included in the patient participation report on the Wrenbury surgery web site and discussed with the Patient Focus Group on the 9.3.2015

Priority area 2

Description of priority area:
Privacy at the reception desk

What actions were taken to address the priority?

Members of the patient focus group discussed the one comment from the survey regarding privacy at the reception desk and all agreed that all reasonable steps are taken to protect privacy at the desk. Receptionists are trained on Information Governance with respect to patient privacy and follow guidelines recorded. We have a second reception hatch which is more private away from the reception desk and a large notice is displayed to inform patients of the second reception area. Receptionists will also redirect any appropriate telephone calls to the main office as before.

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

Reinforced that no patient details are discussed at the reception desk.

Patient survey results published in full on the Wrenbury Surgery web site

Priority area 3

Description of priority area:

We have been are changing our community services over from Cheshire West to Cheshire East gradually over the last two years and some members expressed concerns as to whether we may lose our physiotherapy service.

What actions were taken to address the priority?

We have passed their concerns on to the CCG and have been reassured that the physiotherapy service will remain at the surgery and no changes are planned at present.

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

Members reassured on this concern.
Published on surgery website and via minutes

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 improved our patient satisfaction score on the independent practice survey from 94% to 96% satisfaction. However although we have achieved an extremely high standard we aim to monitor the access and keep this standard. We are now a Training Practice and have also extended our opening hours and telephone access time to start at 7.30am every week day. This has resulted in patients seen urgently earlier in the day and also more appointments available on a daily basis. Patients can be seen before going to work saving having to take time off for their appointments.

4. PPG Sign Off

Report signed off by PPG: YES/NO YES

Date of sign off: 12.3.2015

How has the practice engaged with the PPG:

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

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

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

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

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

We have feedback from the practice surveys and our dispensary surveys to find out patient views and suggestions.

We have many positive comments and cards from satisfied patients.

The Patient Focus Group relay positive feedback from patients and are encouraged to discuss any suggestions they may have discussed with other patients. We have found the group to be very positive and helpful for patient communication.

