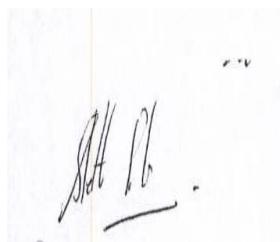


Annex D: Standard Reporting Template

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

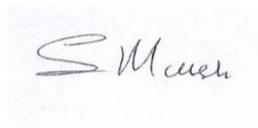
Practice Name: **Drs Cox Pinto & Rigby, Cross Street Health Centre, Cross Street, Dudley**

Practice Code: **M89025**



Signed on behalf of practice:

Date: 13.3.15



Signed on behalf of PPG:

Date: 13.3.15

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
Number of members of PPG:	10

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50.69	49.31
PRG	0.05	0.18

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	10.11	13.78	10.55	14.39	13.23	11.78	10.39	4.99
PRG	0	0	0	0.05	0.02	0.05	0.05	0.05

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	2393	10	0		100	36	39	50
PRG	10	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	52	60	27	22		14	21	6	9	5
PRG	0	0	0	0	0	0	0	0	0	0

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 a notice in the main waiting area, on the website and NHS choices asking for more members of all ages and ethnic backgrounds. There is also a section on our practice leaflet asking patients if they want to join the PPG and these are given to all patients of all ages and ethnic backgrounds. The PPG is also promoted on the new patient health check and if a patient does not speak English then an interpreter is used and they are then told in their native language about the PPG. We have regular fundraising events within the practice when the current PPG members mingle with the patients in the waiting area to promote the PPG to explain more what they do.

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**

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

We have a large elderly population but half of my PPG are 60 +, also we have a large immigrant population – we have a section on our practice leaflet for any patient wishing to join the PPG and have posters around the surgery encouraging patients to join and the reception staff are good advocates asking patients to join.

2. Review of patient feedback

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

A patient questionnaire was distributed during December 2014 and January 2015 to all patients attending the surgery and then this was analysed and an action plan formed. It was discussed by the PPG primarily then the staff and also the doctors.

There was a new survey called “Friends and Family” and the questions on this were also discussed and the replies helped to form part of our overall practice action plan for this year. A new question is offered every month with paper questionnaires in the waiting room and also text questions by MJOG. Some suggestions for questions were from the PPG, and the replies are then discussed by the practice and the PPG and actions created from these discussions.

We take comments placed on the NHS Choices website seriously and these are discussed by the PPG and practice. There is also a comments book on reception and any letters and cards sent by patients or family members are also acknowledged.

How frequently were these reviewed with the PRG?

We have a PPG meeting every 6 weeks throughout the year and on every meeting there is always an update on the action plan. We now discuss the Friends and Family Survey questions as well as the PPG annual survey. The results and also discussed at the monthly staff meetings and monthly partners meetings.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

➤ **Better Promotion of the survey next year**

What actions were taken to address the priority?

- **Better Promotion of the survey next year** – there had been a big problem in how many surveys were completed this year and there was a discussion on incentives for the staff in handing out the surveys and it was decided that each member of staff would have a set amount of surveys they would have to get completed next year. Also we would do the texting survey to obtain more numbers and finally the practice would be doing a weekend flu clinic and the PPG said they would come and hand out the surveys at this clinic.

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

- Better promotion of survey for 2015/16 – survey to be completed in October 2015 onwards.

The action plan and results will be publicised to the patients on the main notice board in the reception, also on the practice website and NHS Choices.

Priority area 2

Description of priority area:

- **On Line Access Passwords**

What actions were taken to address the priority?

- **On Line Access Password** – a patient mentioned that they found it difficult accessing the online access, there was a discussion and it was felt that the main factor found was that the passwords that were issued were only valid for a certain length and if the patient had not logged on before this time they were not able to access the site. We plan to highlight the date the password is valid until and also verbally tell the patients when they had their log in details.

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

- The only action completed is the on-line access we have started to highlight the expiry date for activating the password.

The action plan and results will be publicised to the patients on the main notice board in the reception, also on the practice website and NHS Choices.

Priority area 3

Description of priority area:

- **CCTV**

What actions were taken to address the priority?

- **CCTV** – following two incidents at the surgery, including theft, vandalism and people wandering around the health centre, the security officer for NHS Property Services had promised last year to install CCTV within the building and the police had also requested this, it was also raised in the questionnaire suggesting we have CCTV – the action is to log with the security officer for NHS Property Services again to re-access the building (he already had done a risk assessment) and to insist on CCTV to be installed for patient and staff safety.

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

- CCTV – to approach landlords to completion by end of 2015

The action plan and results will be publicised to the patients on the main notice board in the reception, also on the practice website and NHS Choices.

Priority area 4

Description of priority area:

➤ **Disabled Toilet Access**

What actions were taken to address the priority?

- **Disabled Toilet Access** – this was an action because a few months ago the disabled toilets by the nurses consultation room were deliberately flooded and the water then caused the roof in the office below to collapse. These toilets are not locked and it has been noted that the general public come in and use them. The PPG said that there is a Universal Lock that can be installed on the disabled toilets specifically for disabled patient access – all the internal doors at the health centre are being changed at the beginning of April and this is a good time to ask NHS Property Services to replace the lock on the disabled toilets to a Universal lock so it can only be used by disabled patients and for the practice and main reception to have a master key for emergency purpose.

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

- The new lock for the disabled toilets will be completed when the new doors are installed in April 2015.

The action plan and results will be publicised to the patients on the main notice board in the reception, also on the practice website and NHS Choices.

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):

2011-12 survey action points

ACTIONS

Staff to be more aware of patient confidentiality at the reception on the phone, within the reception area and also at the reception desk talking to patients.

A room within the practice that could be used if a patient wishes to talk confidentially to a member of staff.

Background noise or some sort of distraction within nurse's waiting area so consultations cannot be heard by patients waiting.

To investigate the logistics of either a radio or TV within the waiting area

Check toys and destroy broken one. Ask cleaners to clean regularly. Advertise within practice for more toys but not noisy ones.

The discussion of a possible play table to be purchased in the future.

PLANS

Staff training

Convert room putting in IT and make consulting Room – contact PCT

TV for waiting area

TV for waiting area -
PCT for aerial point
Purchase TV - Fund raise
Or donation
GP's to get licences

Clean toys
More toys donated

Play table – fund raise

COMPLETED

Training completed May 2012

New Admin Room in use August 2012

Patient family donate TV after death of the waiting area, especially the relative and practice pay for installation and TV licence.

TV now installed.

Toys donated from toy shop in Dudley.
C leaning schedule advertised in play Area.

Not completed as no manufacturer found.

Magazines checked regularly and old or worn magazines destroyed. The possibility of magazine subscription in the future was discussed.	Regular magazine checking	March 2012
	Fund raise for monthly magazine subscription	Decided not to pursue this.
This was agreed. PCT is responsible for heating – contact PCT to ask them to purchase thermostat controls for radiators so the heating can be regulated better within the waiting area. This will save money on heating costs, be more comfortable for patients and staff and also be more eco friendly.	Contact PCT for thermostats	New boilers and thermostats installed June 2014
Purchase a clock with large numbers on for the waiting area.	Purchase clock	March 2012
Clinicians to be asked to shout louder when calling patient's in.	Ask doctors to call patients in louder	March 2012
Enquire about the cost of a sign that tells patients if doctor's waiting times.	Red information sign for Waiting room	Very expensive not pursued.
Advertise within practice if a patient has a large plant they do not want any more.	Large Plants	Five new plants donated - May 2012
The facility of up dating the phone system so patients can cancel their appointments if they cannot make them and also in the future on line booking.	Quote for up to date phone system for future EMIS access for online booking	Quotes obtained for future reference. Waited for EMIS Upgrade in 2013.
Practice to review how many appointments they offer.	Regular practice meetings to monitor appointments aswell as daily assessment by GP's	Daily assessment of urgent appointments done.

2012-13 Survey Action Points

Improve confidentiality on reception.	Move the phone by the reception window, to on the desk.	Not completed as not able to move phone.
Parents liability of child safety in play area.	A sign in the play area stating parents responsibility for their children in the play area.	Completed May 2013
New toys in play area.	Ask for donation of toys from local Businesses.	New toys received May 2013
On Line Booking Of Appointments	Enquire about provision from surgery computer Supplier (EMIS) for a trial.	System upgraded Sept 13 and online booking activated Nov 13
Procedure to record patient comments.	Comments book on reception for good comments from patients aswell as ideas for practice improvements.	New message book purchased May 2013
Improve communication of services to Patients	More notices telling patients opening hours, doctor's surgery times, procedures for Prescription ordering and appointment Booking.	New notices on reception notice board done June 2013
Surgery newsletter	Ideas from PPG for either PPG member or practice Manager to do.	Not pursued at present.
Refreshments for patients	Ask chemist to sell bottles of water	Chemist agreed May 2013

2013-14 Action Plan

Improve layout of survey next year to one page And questions in line with CQC guidelines	Specific questions from CQC	Completed with survey done December 2014
Increase awareness of extended hours and Online services	Posters in waiting room Website & NHS Choices updated	Completed June 2014
Customer Service and Anger Management Training For all staff	Organise through training budget	Training completed September 2014
Heating in waiting room	Approach new landlords	New boiler and thermostats installed June 2014
Improve appointment availability	Extended hours early morning aswell as late night.	Extended hours now on two nights and GP to do early morning on ad hoc basis.
	Doctors to consider increasing Clinical sessions for more appts	New Salaried GP start December 2014 with more sessions.
Privacy at reception window	Staff to get out of seat to speak To patients if they have a query	Completed training March 2014
Waiting times	Monitor to tell patients how long they might have to wait	Completed training June 2014

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?

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?