

Annex D: Standard Reporting Template

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

Practice Name: Marine Lake Medical Practice

Practice Code: N85002

Signed on behalf of practice (type name): Fiona Doyle

Date:12.03.2015

Signed on behalf of PPG (type name): Stan Mayne

Date:12.03.2015

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.																									
Number of members of PPG:13																									
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>PRG</td> <td>6</td> <td>8</td> </tr> </tbody> </table>	%	Male	Female	PRG	6	8	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>PRG</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>3</td> <td>3</td> <td>8</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	PRG						3	3	8
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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:

Marine Lake Medical Practice Patient Participation Group has been in existence since 2009. The group is represented by a cross section of patients. The group is a mixture of both men and women.

- Wrote to patients (see attached letter)
- Put up posters in practice (attached)
- Offered leaflets to all patients attending practice (attached)
- Put information on the practice website (attached)
- Patient Group Members attended Midwifery clinics/Health Visitor clinics/LINK & CAB and talked to patients in the waiting room in an effort to recruit members



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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:

Feedback to CQC 7th January 2014

Patient Group AGM Report January 2015

How frequently were these reviewed with the PRG? **A monthly meeting up to 1.5 hours duration with agenda's set for each meeting.**

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Access to appointments
What actions were taken to address the priority? We initiated a GP triage system in May 2014 following patient concerns about access to appointments. The PPG were consulted in April 2014 prior to the scheme starting – Dr Sida presented to the group and explained the system. Following feedback on the Friends and Family cards and during the CQC visit in January the doctors have reviewed the system since and we have delivered staff training to improve the system – making certain symptoms/situations automatically an urgent appointment without needing to be triaged.
Result of actions and impact on patients and carers (including how publicised): See CQC report commenting on work done on appointment system

Priority area 2

Description of priority area: • Improve information put on TV screens in waiting room and install loop system at reception

What actions were taken to address the priority? Items added – including advertising for PPG. Loop system installed and PPG informed in meeting July 14'

Result of actions and impact on patients and carers (including how publicised): More patients aware of PPG – new members. Hard of hearing patients better able to communicate with reception

Priority area 3

Description of priority area: Dementia Care

What actions were taken to address the priority? Supported PPG in setting up dementia group for carers/patients. Practice signed up for all enhanced services for care of the elderly/dementia early diagnosis/ongoing management

Result of actions and impact on patients and carers (including how publicised): Standing item on every PPG meeting agenda. Significant increase in patients with a formal dementia diagnosis and improved accuracy of diagnosis recording (coding on clinical system). Support group could not continue (funding returned) due to practice problems in running the group but also because carers want respite not a group where the person with the memory problem attends too.

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):

1. Practice TV Screen: This is used by the patient group to advertise meetings and planned events.
2. We created a newsletter
3. We put up a PPG notice board in the waiting room
4. Put new TV screens in the waiting rooms and streamlined all the notice boards in the building
5. Made online booking available
6. Staff are actively encouraging patients to book on line
7. All patients with a mobile number were sent a text about registering for online booking & appointments
8. More appointments have been made available to be prebooked
9. Many of the most popular doctors are also part time so we cannot guarantee you will see your preferred doctor. The practice agrees with patients that continuity of care is more effective, efficient and reassuring for patients so we have set up a system that means patients with complex needs or who are terminally ill can be marked by the doctor to indicate to staff that they need to see a particular doctor.
10. We have taken on two new salaried doctors both of whom are female as we did not have as many female doctor sessions as we did male.
11. We spent over £10,000 upgrading our telephone system. We were able to keep the same phone number and have 20 dedicated lines coming in to the practice. We have let people know that they can call later in the day for a prebookable appointment but more needs to be done to get this message out to patients
12. Unfortunately there are huge limitations to our current building. The reorganisation of the reception desks has made it clearer where patients need to go when they come in to the building but has made it more difficult to have a private conversation with a receptionist. We have put a line on the floor to encourage patients to give each other space for a private conversation but this is not always adhered to.
13. The patient group gave feedback during our CQC visit in January 2015.

4. PPG Sign Off

Report signed off by PPG: Chair Person Mr Stan Mayne

Date of sign off:12.03.2015

How has the practice engaged with the PPG:

Practice Manager & DG attend monthly PPG meetings where possible.

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

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? **10% increase in GP – patient contact in 2014 compared to 2013**

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