

# Annex D: Standard Reporting Template

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

Practice Name: Cockhedge Medical Centre

Practice Code: N81637

Signed on behalf of practice (type name): Stephanie Whitenburgh

Date: 23/03/2015

Signed on behalf of PPG (type name): Mrs P. Dickinson

Date: 19/03/2015

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) Both face to face and via e mail |      |        |          |     |   |       |       |       |       |       |      |
| 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 |          |     |   |       |       |       |       |       |      |
| Practice  | 1598 | 1422   | %        | <16 | 17-24   | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
| PRG   | 5    | 5      | Practice | 528 | 276   | 763   | 556   | 343   | 250   | 163   | 124  |
|   |      |        | PRG      | 0   | 0   | 0     | 0     | 2     | 3     | 1     | 4    |

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 | 1058    | 12    | 0                        | 457         | 5                             | 18                   | 146          | 102         |
| 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 | 92                  | 31        | 0           | 35      | 0           | 20                                    | 1         | 67          | 0     | 63        |
| 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:

Throughout the year each new patient is informed about the practice PPG during their new patient check and informed of how to register their interest. This is consolidated by both our reception team on an ad hoc basis and our Doctors during consultations. A poster is continuously displayed in the waiting room advertising what a PPG is and how to become involved. This year we have had 2 new members join the group. The practice and PPG continue to seek younger members to the group and have once again struggled to maintain a balanced membership which is representational of both our younger population and those from different ethnic groups. Discussions with this population group during opportunities such as annual flu sessions, childhood immunisation sessions, concluded that time pressures and reluctance to take on additional roles within their busy timescales continues to be a barrier to committing to the PPG group. As yet the practice does not make use of social media such as Facebook or Twitter but is aware that this is a useful method of communication for some patient groups and may encourage younger patients to become more active within the group.

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:

Friends and Family Test

Quarterly complaints reports

NHS Choices feedback

National patient survey data

Comments and Suggestions box in the waiting room and via the practice website

Ongoing review of actions taken in connection with last year's priorities

E mails via the practice website

How frequently were these reviewed with the PRG?

Feedback was reviewed with the PRG at least quarterly via e mail or face to face meetings. All PRG members apart from one now have access to e mail. Additional communication however occurs when the practice wishes to convey information to the group or when group members feel they wish to communicate with the practice.

### 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 2024 568">To increase the usage of the online services available at the practice such as online appointments, registrations, medication, cancelling appointments, updating clinical records ie. change of mobile numbers to reduce the demand at the reception desk and free up telephone lines during peak times.</p>   |
| <p data-bbox="203 724 887 756">What actions were taken to address the priority?</p> <p data-bbox="203 799 1951 863">All new patients are informed of the facility and encouraged to register to use the online services by requesting the facility at reception.</p> <p data-bbox="203 871 1066 903">Advertised in the waiting room, practice leaflet, clinical rooms</p> <p data-bbox="203 911 1924 943">Practice staff and Doctor willing to demonstrate how to access the online system and address any problems and concerns</p> <p data-bbox="203 951 1641 983">Patients are encouraged to use the online appointment system when phoning to book an appointment</p> <p data-bbox="203 991 2042 1054">Website has been updated and amended with a view to being more user friendly with additional online services being available for example completion of travel vaccination forms, asthma review and alcohol questionnaires.</p> |
| <p data-bbox="203 1096 1312 1128">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1171 2033 1350">This is viewed as a long term priority for the practice and will remain an important component over the coming months with a long term view to reducing pressure and workload on both practice and clinical staff so further increasing patient and carer satisfaction. The practice is actively trying to capture email and current mobile contacts to make the best use of the available technology. This has been aided by the implementation of an alert system. This informs the Practice Manager of any failed SMS messages who then generates an alert to prompt staff to request a valid phone number when the patient attends the surgery.</p>   |

## Priority area 2

### Description of priority area:

To maintain and increase the uptake of the Electronic Prescription Service following its implementation in 2014.

### What actions were taken to address the priority?

The practice to work closely with the pharmacies in the area to encourage the use of EPS to ensure a smooth transition for patients, practice and pharmacy staff.

Close liaison with the EPS Coordinator throughout not only during the transition stage as it became apparent that some of our patients were experiencing difficulties several months after implementation.

To continue to encourage our patients to use EPS and to address the problems highlighted such as pharmacies being unable to view the script on the spine, controlled drugs being issued separately.

Meeting with Pharmacists to address the problems of which many were training issues.

Encourage patients to identify pharmacies proactive in the use of EPS within their locality.

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

Several patients have changed pharmacies due to lack of satisfaction with the level of service received following the introduction of EPS.

The Doctors and Practice staff continue to support and promote the EPS Service. They recognise the vital importance of a close relationship with local pharmacies to ensure a safe, effective service for our patients. Our practice staff will continue to address queries and support patients who are experiencing problems.

To develop a practice newsletter and include EPS as a regular item to keep patients informed of changes/progress

### Priority area 3

#### Description of priority area:

To improve and enhance communication for the practice population as a whole including feedback from PRG meetings and PRG member's attendance at outside events provided by various local health groups.

#### What actions were taken to address the priority?

A practice newsletter to be formulated and circulated at least quarterly incorporating news of any potential practice changes with a section designated to our PRG which will include the role of the group, feedback of their meetings at the practice and of any external attendance at meetings.

The development of a PRG information board in the practice.

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

This will be reviewed throughout 2015 and feedback sought from our practice population on the above actions.

The newsletter will be published on our website, NHS Choices and copies will be available in the waiting room.

## 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):

The following is an update of the progress made on the priorities formally agreed following the 2013 - 14 survey action plan.

| PRG Priority Area<br>You said:   | Action to be taken<br>We did:   | Outcome<br>We did:  |
|--|---|---|
| The majority of patients wanted the option to book appointments and order repeat prescriptions online or via our website to enhance accessibility and convenience. | Further promote our online repeat prescription service and introduce some online appointments.  | Online appointments have been available since Monday 24 <sup>th</sup> March 2014. This service has been promoted using posters in the waiting room and clinical rooms via our reception team and website. This service is now being accessed although only in small numbers. The use of the online prescription service continues to increase.          |
| Some patients found the length of time waiting to check in at reception as poor  | To discuss with the IT department the implementation of a touch screen check in for patients  | Initial discussions with the IT department were unsuccessful due to expenditure and lack of funding. However, the practice has been offered both a touchscreen check in and an LCD calling screen. This is still to be finalised but purchasing and installation should be within the next 3-6 months.  |
| A small cohort of patient's obtaining test results reported the service as poor or fair  | Reviewed current practice procedure to ensure a uniform approach by all staff combined with enhanced communication with patients so they are fully aware of the timescale before results are received by the practice. Text normal results whenever possible. | We now text normal results whenever possible. As previously mentioned the practice has an alert system if text messages are not received. Patients are encouraged to phone for results in the afternoon to avoid busy periods and whenever possible are given a potential timespan of when to expect the results to have been received by the practice. |

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

##### **How has the practice engaged with the PPG:**

Refer to Section 2

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

Previous sections (in particular section 1) of this report have outlined the efforts taken by the practice to diversify the PRG group membership. The practice supports the view that anyone who wants to be a part of the group should be encouraged to do so.

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

Yes as in section 2. Significant events and patient complaints are routinely reviewed with the PPG group to determine any areas for concern where service delivery may need improvement. In addition statistics from the National Patient Survey are routinely shared with the patient group but remain difficult to validate. Overall, once again, feedback from all the sources used by the practice was extremely positive and rewarding.

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

Yes – the practice held a meeting with the PPG to discuss the identified priorities and subsequent action plan.

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

Although our identified priorities are working towards longer term objectives it would appear that EPS is working more efficiently meaning fewer delays and improved patient satisfaction with the service. The website although relatively new is being utilised more in particular the completion of the new questionnaires and online registration.

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

No

