

Annex D: Standard Reporting Template

Taken from: GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Buckden and Little Paxton Surgeries

Practice Code: D81045

Signed on behalf of practice:

Date: 11.03.15

Signed on behalf of PPG/PRG:

Date: 16.03.15

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, email and telephone |
| Number of members of PPG: | 9 |

Detail the gender mix of practice population and PPG:

| % | Male | Female |
|----------|------|--------|
| Practice | 50.1 | 49.9 |
| PPG | 2 | 7 |

Detail of age mix of practice population and PPG:

| % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | >75 |
|----------|------|-------|-------|-------|-------|-------|-------|-----|
| Practice | 17.6 | 7.4 | 9.6 | 12.9 | 15.4 | 14.4 | 13.7 | 9 |
| PPG | | | | | | 1 | 6 | 2 |

Detail the ethnic background of your practice population and PPG:

| | White | | | | Mixed/ multiple ethnic groups | | | |
|----------|---------|-------|--------------------------|-------------|-------------------------------|-----------------------|---------------|-------------|
| | British | Irish | Gypsy or Irish traveller | Other White | White & Black Caribbean | White & Black African | White & Asian | Other mixed |
| Practice | 7508 | 21 | 0 | 286 | 9 | 11 | 10 | 137 |
| PPG | 9 | | | | | | | |

| | Asian/ Asian British | | | | | Black/African/Caribbean/Black British | | | Other | |
|----------|----------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|-------------|-------|-----------|
| | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Any Other |
| Practice | 26 | 9 | 9 | 19 | 17 | 9 | 2 | 2 | 0 | 5 |
| PPG | | | | | | | | | | |

(427 = Unknown or declined)

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:

50% of patient population is over 45 and 33% of our entire population of 8311 (as at 4th March 2015) is over 65 years old and therefore the age of the PPG is indicative of the aging population Buckden and Little Paxton surgeries look after. We advertise on our internal notice board at certain times of the year and hold an annual AGM for nominations to the PPG. A large portion of our population is connected to email and we regularly email our newsletter and again advertise our AGM as a recruitment drive on an annual basis. The PPG members themselves are very active within the community with fund raising activities to promote the services of the surgery as well as raise funds and awareness of the PPG. We are planning to hold a Dementia Awareness evening organised jointly by the PPG and the surgery and we plan to advertise this in reception via a poster, news screens, newsletter and round robin email to all our patients which in turn will continue to raise awareness of the PPG.

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 (Lesbian Gay Bisexual Transgender) community? NO

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

2. Review of patient feedback

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

- NHS Choices
- Suggestion boxes/slips
- Emails
- FFT (since Dec 2014 only)
- Visits from patients/over-the-counter comment
- Responses to articles in our newsletters
- Quarterly meetings of our PPG
- The Patient Participation Survey
- National GP Patient Survey

All the above keep us in touch with our patients and importantly, them in touch with us.

How frequently were these reviewed with the PPG?

- NHS Choices – ad hoc
- Suggestion boxes/slips – ad hoc
- Emails – ad hoc
- FFT (since Dec 2014 only) - quarterly
- Visits from patients/over-the-counter comment – ad hoc
- Responses to articles in our newsletters - quarterly
- Quarterly meetings of our PPG – self explanatory
- The Patient Participation Survey – annually with ongoing plan through the year
- National GP Patient Survey - annually

We hold quarterly PPG meetings. Any item of note which directly affects the patients such as new service provision, change of staffing, Government initiatives or impositions etc are discussed at the PPG meetings. The Practice Manager will also email the PPG with anything of interest between quarterly meetings where appropriate. Any relevant feedback received from any of these sources above listed are discussed with the PPG at the meeting or if with any urgency, via email through the Practice Manager.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Flu Day advertising

What actions were taken to address the priority?

Flu Day Advertising: Due to the implementation of our news screens at both Buckden and Little Paxton surgeries, emailing to all eligible patients to remind them of flu day and extensive advertising in local magazines and in surgery we had hoped that patients felt our advertising of flu day was sufficient

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

Flu uptake increases year on year. We had a 74% uptake (with 10% declining) of over 65s attend for flu vaccination this year, a slight increase from 2013 and yet there is still an underlying current that our flu day is under-advertised and therefore remains on the list as a priority for the year ahead and further discussion with the PPG.

Priority area 2

Description of priority area:

Understanding of the Nurse Practitioner's role.

What actions were taken to address the priority?

The Nurse Practitioner's role is becoming more widespread and recognised within General Practice and in order to best serve our patients and the GPs she supports, it was imperative that the NP's role was better understood.

We are pleased to note that many more this year than last year understood the role of the nurse practitioner. We issued a full Nurse Practitioner guide within our Newsletter last year further to last year's Patient Participation Survey which seems to have improved knowledge tremendously.

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

Last year 37.1% felt they did not know enough about the role of the NP. This year 85.9% of respondents felt they now understood the role. This is a terrific result. Over the past year patients have become more aware of her role but despite this and the newsletter giving a good account of the Nurse Practitioner's role, there were still a few comments which asked for the information again and this is on the agenda for the next quarter's newsletter

Priority area 3

Description of priority area:

CQC

What actions were taken to address the priority?

This year we added in a question about CQC which is a hot topic for all General Practices. As we had our CQC inspection nearly a year ago and had advertised the report link in our newsletter, we wondered how important it was to our patients.

Representatives of our PPG kindly gave up their time to meet the CQC inspectors on the day of inspection and had a closed meeting with them away from practice members. The PPG were superbly supportive of Buckden and Little Paxton Surgeries' complaint to the CQC with reference to their inspection and the inaccuracy of their support; so too the LMC. We are immensely proud that despite inaccuracies and many hours spent having CQC put right the report, we were given a clean bill of health. Our drive was due in part to the disgruntlement of the PPG on the day with the inspectors and their encouragement to pursue a complaint.

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

Surprisingly, nearly 62% of our patients had not read the report but 19.2% said they were interested in doing so. Many comments made indicated said their own excellent experience at the surgery was enough but it was interesting to put in perspective that while it might be a hot topic for General Practice, it was not so much for our patients as their own personal experiences seemed to count for more.

The CQC report is available on our website as a weblink and was reported in our newsletter at the time. We will however be resending the link electronically in our next newsletter.

Priority area 4

Description of priority area:

Friends and Family Test

What actions were taken to address the priority?

It became a contractual obligation to offer the opportunity for patients to indicate whether, if they could, they would recommend our surgery to their friends and family. This was discussed with the PPG and other PMs along with an FFT workshop held here at Buckden Surgery with the Area Team.

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

It was felt by Buckden and Little Paxton Surgeries and some other local practice managers that the name 'Friends and Family Test' was not given to invite patients to participate and our PPG agreed when it was discussed before implementation that anything with the work 'test' in it was off-putting! We held an FFT Workshop here at Buckden Surgery organised by our Practice Manager with the Area Team for those unable to attend the FFT workshops in Cambridge and other areas 30+ miles away. The workshop held here was attended by 10 practices in the locality with 4 apologies from those wishing to attend but were unable. This proved to be extremely useful to many. We arranged as a group to have new leaflets designed also as the ones provided by the Area Team were not thought to be inviting enough; new leaflets stating 'Your Opinion Matters' are now available in our waiting rooms. The FFT box and leaflets were taken to the PPG meeting and all were shown so that they might actively promote and indeed use the facility. A tickertape message inviting patients to use the FFT is being used on both news screens at each surgery. Since January we have had 45 responses and no negative feedback. This has been placed on our website and advertised within our two surgeries' waiting rooms.

It is intended that any comments due discussion will be brought to the PPG meeting. As yet, we have had no comments to consider.

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) Better organisation of flu day. – Flu day attendance excellent and due to implementing a slightly different appointment system this year, went far more smoothly than other years.
- 2) Maybe spend some money on new chairs – this is something we have been working on and are hopeful that new chairs will be in situ later this year and will make an entrance into next year's PPD Des return.
- 3) Patient confidentiality – we are pleased to note that no-one made any reference to confidentiality breaches at the front desk. Our suggestion boxes are in plain view within the surgery waiting rooms but again, no mention of confidentiality issues were evident which is extremely gratifying. Due to the open plan nature of our waiting rooms, conversations may sometimes be overheard however continued IG and Confidentiality training throughout the year (more planned for June 2015) for all staff, means that we received no adverse comments.

4. PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: 16.03.15

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?

