

# Standard Reporting Template

NHS England (Wessex)  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Lake Road Practice

Practice Code: J 82085

Signed on behalf of practice:

Date:

Signed on behalf of PPG:

Date:

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

Does the Practice have a PPG?

Yes

Method of engagement with PPG:

The Practice has a Patient Participation Group, PPG who meet quarterly and are involved in the development of a questionnaire and the decision around action plans. The questionnaire was available to fill in at the surgery for 3 months. Housebound patients were included via postal questionnaires. The Practice also has a virtual Patient Representative Group, PRG who are consulted via email and opinions included in findings.

Number of members of PPG:

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50	50
PRG	44	56

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	22.9	11.7	15.4	12.9	13.2	9.9	7.8	6.2
PRG	2.4	33.1	22.6	14.4	13.1	7.7	4.5	2.2

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	62.2	0.3	0.0	8.1	0.5	0.6	0.9	0.4
PRG	81.2	0.0	0.0	0.0	0.4	0.4	0.4	0.0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Not stated
Practice	1.0	0.3	3.5	1.0	2.0	3.6	0.3	0.1	0.0	15.2
PRG	0.9	0.4	0.4	0.4	0.4	3.0	0.4	0.0	0.0	11.7

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:

The Practice works with the PPG group to ensure that views of the Practice population is well represented.

This is achieved via:

- Regular meetings
- Patient newsletters
- Suggestion box
- Advertising throughout the surgery on how to feedback
- Clinicians and Receptionists targeted opinion of hard to reach groups
- Regularly updated website
- Postal questionnaires
- Attendance at local Community events such as St Marys May Fair or University Fresher's Fair
- Family and Friends test Kiosks installed in the waiting area

## 2. Review of patient feedback

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

Following consultation with the PPG and PRG the decision was made that the most effective use of the questionnaire this year would be to reaudit with the same questions as last year. It was felt this would be the best way to note the effectiveness of the questionnaires.

In previous years the PPG group have attended the surgery and encouraged patients to fill the questionnaires in, but this year it was decided to leave the forms so that patients filled them in without feeling under pressure. It therefore took longer to get the same number of responses so the questionnaire was completed from Nov – Jan.

At the end of last year a new Family and Friends Test Kiosk was installed which allowed patients to mark whether they would recommend Lake Road Practice to their family and friends. 85% of those who answered stated they would.

Lake Road Practice also had a CQC inspection during January and patients opinions were canvassed by the assessors. Although due to confidentiality we are unable to view the responses we were told that 100% of patients asked felt the practice was efficient, caring and compassionate.

Throughout the year some of the GPs also did individual questionnaires with the patients to support their revalidation.

How frequently were these reviewed with the PRG?

Results are fed back to the PPG group when appropriate and discussed at quarterly meetings for advice with action plan, and emailed to PRG group for comments once the action plans had been agreed

### 3. Action plan priority areas and implementation

Priority area 1
<p><b>Description of priority area:</b></p> <p>Satisfaction with ease of access of getting an appointment seems to have declined over the past 12 months.</p>
<p><b>What actions were taken to address the priority?</b></p> <p>Last year the Practice had identified that some work needed to be done on expanding our Clinical Team. Since then we have expanded our Team by 2 new salaried GPs, 1 Nurse Practitioner and 3 Practice Nurses. We also have plans ahead for further expansion. However new staff need more training and the impact is not noticeable immediately.</p> <p>As this area has been flagged again it is obvious that more staff is not providing the satisfaction that patients require and therefore we will need to look at other solutions</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <p>The Practice is currently exploring alternative solutions to access demands such as telephone triage and Minor Ailment schemes, which will allow reduction in minor issues and hence improved accessibility for necessary appointments. These solutions have been discussed with the PPG and once firm solutions can be trialled will be advertised throughout the Surgery and on the Practice website</p>

## Priority area 2

### Description of priority area:

Confidentiality in the Reception Area

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

The Practice is aware that confidentiality within waiting area is not good and has already provided advertising that Privacy can be requested. Although this has helped and it is the Practice view that this can be improved on further through improvement in layout of the Reception and a request has been made to our Landlords to alter the location of the Reception counter

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

Currently awaiting feedback form our Landlords on whether these changes are possible.  
If accepted patients will be informed by advertising throughout the Surgery and on the Practice website

### Priority area 3

#### Description of priority area:

Improvement of Online Services

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

Over recent years our the demand and use of online services has increased and the Practice has worked hard on advertising this service. Our PPG mentioned that our website was looking a bit dated and it was not designed for use with mobile devices. In conjunction with our website designer the website has been redesigned and patients can now register online, which is proving very popular

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

Ease of online access has improved and statistics show the new site has been very popular.

Patients have been informed by advertising throughout the Surgery and on the Practice website

## 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):

Due to support of the PPG group many improvements have been implemented following annual questionnaires.

- Increased number of clinical staff – there is now increased numbers of GPs, Nurse Practitioners, Practice Nurses, Health Care assistants and additional clinical services available
- Practice Telephone number – this has now been changed from an 0844 number to a local rate 02392 number
- Promotional Posters to assist in patient education – Patient display board is updated regularly to tie in with national health campaigns such as October Breast cancer
- Expansion in patient leaflets campaigns – Increased levels of patient information leaflets. Weekly drop in table top corner where outside organisations such as carers or local hospice attend to improve awareness
- Signage – New clearer signage was put up throughout the Practice
- Reception Customer Care Skills – training and appraisals used to tackle this problem
- Call board in Children’s waiting area – new screen installed in waiting area



#### 4. PPG Sign Off

Report signed off by PPG:

Yes

Date of sign off:

27/03/15

How has the practice engaged with the PPG:

Quarterly meetings and e-mail

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

Clinicians and Receptionists are asked to target hard to reach group and postal questionnaires

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

Questionnaire results collated over a period of time allowed responses to be extremely diverse, and hard to reach groups included

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

As in previous years the PPG is asked to design the questionnaire and produces the final form on behalf of the Practice.

Views on what to include were canvassed from PPG and PRG prior to completion

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

Changes expected are improved access to Clinicians, improved confidentiality and enhanced website

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

Lake Road Practice would like to thank the dedication and hard work of the members of the PPG group who continue to support the Practice and are never afraid to challenge and suggest ways to improve the Practice