

Annex D: Standard Reporting Template

Sheffield Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **DEEPCAR MEDICAL CENTRE**

Practice Code: **C88074**

Signed on behalf of practice: *S. Lambert*

Date: *19/3/2015*

Signed on behalf of PPG: *V. Flint*

Date: *19/3/2015*

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) FACE TO FACE AND EMAIL												
Number of members of PPG: 10 (not including practice staff)												
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:							
%	Male	Female		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2536	2474		Practice	894	438	577	699	756	678	589	379
PRG	3	7		PRG		1			4		2	3

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	4784	10	0	0	9	3	3	5
PRG	9					1		

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	10	2	1	9	14	6	8	5	27	
PRG										

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:

- **Practice Manager rang patients' to ask if they wanted to join our PPG, a couple of patients' asked to join the group without having to contact them.**
- **Age groups – most age groups are represented**
- **Ethnic group – only 1 patient**
- **Learning disability one family member**
- **Chronic disease patients' most of our group represent these groups**
- **Poster in the waiting room advertising the group, also in our practice leaflet**

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/NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:**NO**

2. Review of patient feedback

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

- **The PPG are very happy with our drop in evening surgeries 3 times a week.**
- **National GP Patient Survey Jan-Sept 2014 reviewed**
Patient Experience/ Getting through by phone/Making an appointment - all scored over 90%
- **Friends and Family Feedback March 2015**
- **CQC (Care Quality Commission)**
- **Intelligent Monitoring**
- **Contract Negotiations**
- **Extra Clinics**
- **Invited PPG to attend First Aid training at the practice**

How frequently were these reviewed with the PRG? **2 or 3 times a year**

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Our Antibiotic Prescribing – After reviewing our Intelligence Monitoring Report we are at Risk with our Antibiotic Prescribing.

Also we are at Elevated Risk with our Non-steroid Anti-inflammatory drugs, diclofenac in specific.

What actions were taken to address the priority?

- **We have had a meeting with our Practice Pharmacist regarding our Antibiotic prescribing. It was decided our GPs' should undertake an audit on Antibiotic prescribing for the month of March 2015.**
- **GPs to educate patients on taking Antibiotics**
- **We are also working with our Practice Pharmacist to reduce our prescribing of Diclofenac.**

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

- **Results not available until the end of March 2015**

Priority area 2

Description of priority area:

Friends & Family test we have completed two months' of patient surveys. We have received 74 surveys for these months. We have only had one survey who said they were Unlikely recommend our practice. All the other surveys said they would recommend our practice

What actions were taken to address the priority?

- **The one Unlikely comment was they did not receive a home visit. Our GPs do home visits on house bound patients', or seriously ill patients'. The GP will triage to call first and act accordingly.**

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

- **Friends & Family test on going**

Priority area 3

Description of priority area:

CQC (Care Quality Commission) we discussed our preparation for our CQC visit with the group

What actions were taken to address the priority?

- **The Practice Manager will contact the group as soon as we have our CQC visit. It was agreed some of the group would come down to the surgery and sit in the waiting room. Other members of the group would be happy for the CQC to contact them.**

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

- **Results of our visit will be published on our website and in the waiting room in our surgery.**

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):

Getting through on the Phone

- **We now have 2 receptionists answering the telephone in the mornings and afternoons.**

Can we put some toys/books colouring pens in the waiting room

- **This is a Health & Safety issue, we have no objection to parents bringing their own books and pens to entertain young children.**

No open Surgery on Wednesday afternoon this is an inconvenience, it leaves a gap in the week, if you are unable to attend in the morning. A late night until 7.30pm in the week would be great.

- **We operate a doctor appointment system on Wednesday afternoon from 3.00pm-6.00pm. We have discussed this in our Patient Group Meeting, the group are happy with this. We also offer a Saturday Morning Surgery by appointment. You can see a GP or Practice Nurse, they work alternate Saturdays. We also have a drop surgeries on Monday, Tuesday and Friday 3.00pm-6.00pm**

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **19/03/2015**

How has the practice engaged with the PPG:

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

- **Poster in the Waiting Room advertising the PPG (patient participation group)**
- **Advertised in our Practice Leaflet**
- **Comments and suggestions box in reception area**

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

- **National GP Survey Jan-Sept 2014**
- **Friends and Family feedback March 2015**

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

- **Yes – Results of Intelligence Monitoring tool, action plan agreed with PPG**

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

- **Results will not be known until the end of March 2015**

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

- **No**

