

Annex C

**Arden, Herefordshire and Worcestershire Area Team
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Aylmer Lodge Cookley Partnership

Practice Code: M81068

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: Face to face & email											
Number of members of PPG: 13											
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	6710	6819	Practice	2377	1083	1461	1738	2009	1702	1896	1263
PPG	4	9	PPG						4	5	4

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Detail the ethnic background of your practice population and PPG: **Incomplete data available, majority of patients have blank ethnic category recorded under 'Any Other'**

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	4635	26		73	15		8	13
PPG	13							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	18	2	3	6	7	2				8721
PPG										

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:

We advertise the Patient Participation Group via our patient call system, practice website and with posters and flyers. We also have a dedicated PPG notice board in our waiting room.

Some members of the Patient Group volunteer as 'floor walkers' to assist patients and receptionists. This involves directing patients round the building, educating patients to use the self-check in screen, helping patient use the lift, etc. The group use these sessions to publicise the role of the PPG and actively encourage new members.

The Group contacted local colleges and sixth forms to try to engage younger members; as this could be beneficial to students considering a career in the health service or medicine.

All patients are invited to attend the Annual General Meeting, which was very well attended in March 2015 and has resulted in recruiting two new members to the group

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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:

We reviewed patient feedback received by the practice from our last survey and comments received from patients.
We also reviewed significant events from our regular quarterly meetings and comments made on patients' complaints to the practice.

Mrs Diane Millett (Practice Manager) and Mrs Lisa Benton (Cookley Administrator) attend the PPG meetings throughout the year and as a result of dialogue between the practice and PPG and patient comments, we agreed three key priorities which we should address.

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How frequently were these reviewed with the PRG?

Members of the Group raised concerns and issues at the quarterly PPG meetings and an additional meeting was held to discuss and agree three key priorities to improve the service we provide to our patients. This meeting was attended by members of the PPG, the Senior Partner and Practice Manager.

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Appointment Availability</p> <p>After listening to comments from the Patient's Group and the results of the last Patient Survey and The Improving Practice Questionnaire, the practice agreed to trial some extended hour's appointments on a Saturday morning. We previously offered this service on a Saturday morning but these appointments were often not fully booked.</p> <p>We would continue to offer some late appointments one night a week.</p>
<p>What actions were taken to address the priority?</p> <p>The Practice agreed to provide Saturday clinics (GP and Nurse appointments) with pre-booked appointments during the winter months. We opened one Saturday morning a month in order to offer an enhanced service to working people and their families.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The Saturday clinics were publicised via our patient call system, practice website and posters displayed in the waiting areas. The receptionists were able to offer these appointments to patients who required an appointment outside working hours. The clinics were well attended and we have received positive comments from our patients.</p>

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Priority area 2
<p>Description of priority area: Telephone Consultations</p> <p>Due to rising demands for appointments, some doctors offered telephone consultations which had proved to be successful. Patients often only required advice from their doctor rather than a face to face consultation.</p>
<p>What actions were taken to address the priority?</p> <p>We increased the capacity by rolling out telephone consultations to all doctors.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This was published on our practice website, advertised via our patient call system and posters in the waiting areas. The receptionists can offer this facility as an alternative to a face to face consultation.</p> <p>The service has been successful and positive feedback received from our patients.</p>

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Priority area 3
<p data-bbox="203 389 999 421">Description of priority area: Improving Customer Service</p> <p data-bbox="203 464 1912 533">After listening to our 'PPG floor walkers', comments and complaints received from patients and our own observations, we acknowledged we needed to try to reduce queues at reception and handle incoming calls more quickly and efficiently.</p>
<p data-bbox="203 649 887 681">What actions were taken to address the priority?</p> <p data-bbox="203 724 2024 793">We increased our reception workforce and training commenced in January 2015. We now have an additional receptionist to help cover absence and sick leave and to help meet demand during peak periods.</p>
<p data-bbox="203 909 1312 941">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 984 1783 1016">We published details on the practice website of the agreed three key priorities which the practice would address</p> <p data-bbox="203 1059 2036 1128">The additional receptionist is available to assist on front reception during peak times and answer incoming calls; this is particularly helpful between 8.00 – 8.30am when we receive our highest number of calls.</p>

Annex C 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):

Agreed action plans from previous year(s):-

Changes to appointment system – duty doctor triages requests for book on the day appointments.

Improving communication with patients at Cookley Medical Centre – the practice leaflet was updated and a photo board installed to introduce all the doctors following the merger of Aylmer Lodge and Cookley.

A link to NHS Choices from the practice website was requested and actioned.

On-line appointments – this was an area of high priority in the results of the patient survey and has been actioned.

Extended hours – the survey indicated there were patients who were not aware that some evening appointments were available, we increased patient awareness via posters, practice leaflet, practice website and patient call system.

Ordering repeat prescriptions on line was requested – this service is active and popular with patients.

Appointment system – request for booked telephone consultations. This was piloted by a few doctors initially but has since been rolled out to all doctors.

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4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 13th March 2015

Has the report been published on the practice website? YES

How has the practice engaged with the PPG: *We engage with our PPG through quarterly meetings and regular dialogue via email or face to face.*

How has the practice made efforts to engage with seldom heard groups in the practice population? *Not specifically.*

Has the practice received patient and carer feedback from a variety of sources? *Via the PPG and patient's comments.*

Was the PPG involved in the agreement of priority areas and the resulting action plan? *The PPG were 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? *We have received positive feedback received from the PPG and patients.*

Do you have any other comments about the PPG or practice in relation to this area of work? *We have a very pro-active and supportive Patient Participation Group with regular communication between the Practice Manager, PPG Chair and Secretary.*

Please return this completed report template to the generic email box – england.ahwat-pc@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.