

# Annex D: Standard Reporting Template

NHS Greater Manchester  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr K Gupta Practice

Practice Code: Y00050

Signed on behalf of practice: *M Farrell*      Date: 25<sup>th</sup> March 2015

Signed on behalf of PPG: *H Spencer*      Date: 26<sup>th</sup> March 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 bimonthly meetings in Practice, also contact via e-mail																																					
Number of members of PPG:      5																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1071</td> <td>979</td> </tr> <tr> <td>PRG</td> <td>3</td> <td>2</td> </tr> </tbody> </table>	%	Male	Female	Practice	1071	979	PRG	3	2	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>479</td> <td>247</td> <td>251</td> <td>314</td> <td>318</td> <td>196</td> <td>146</td> <td>97</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>2</td> <td>2</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	479	247	251	314	318	196	146	97	PRG	0	0	0	0	0	1	2	2
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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								
PRG	5							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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:

**We advertise our PRG on our Jayex (ACD) Board which is situated in our main waiting room; PRG members ask their family members who are registered with our Practice if they would be interested in joining; word of mouth. Practice Website has a specific PRG page full of information for patients etc. We also advertise this in our practice leaflet. We did have two members who were black / African/ Caribbean ethnic origin but unfortunately due to work commitments they had to withdraw from our group. We are constantly trying to engage more patients within our group but to date have no new members.**

Are there any specific characteristics of your practice population which means that other groups should be included in the PRG?  
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:

Our PRG would like to know what LGBT community represents?

## 2. Review of patient feedback

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

The feedback received was via our annual patient questionnaire which is designed / approved by the PRG and one of the PRG members will attend surgery usually around Oct / November when flu clinics are being held and a questionnaire will be handed to all patients who attend on a random basis. The results of which will be analysed by one of the PRG members and then reported at the bimonthly meetings held in Practice for discussion etc.

How frequently were these reviewed with the PRG?

Bimonthly at the PRG meetings

### 3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 432 584 464">Description of priority area:</p> <p data-bbox="203 504 539 536">Appointment availability</p>
<p data-bbox="203 655 887 687">What actions were taken to address the priority?</p> <p data-bbox="203 727 2045 831">The practice has increased the number of appointments with the GP, to allow increased access for patients. We have also made available “Book on the day” appointments so patients can ring in the morning and be able to see the doctor the same day, this is in addition to the emergency slots available for more urgent cases which would not wait for the next routine appointment.</p>
<p data-bbox="203 991 1312 1023">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1062 2045 1246">As above, extra appointments made available, to have a positive impact for patients requiring access to a GP without having to wait over a week for an appointment. This is publicised on our Jayex board in our main waiting area, also in this report which will be uploaded onto the Practice website prior to the 31<sup>st</sup> March 2015. PRG members will also spread the word to other patients and we will put up a notice in the waiting area to let patients know that the results of the survey and action plans are available to view if they wished to do so.</p>

## Priority area 2

Description of priority area:

Telephone Access

What actions were taken to address the priority?

This wasn't particularly a problem, but like most surveys telephone access is always mentioned. Our phone line is very busy and the reception staff are aware of how busy the line can be. PRG members did not feel that the results of the patient survey required much change as there were 100 patients surveyed and the overall results with getting through on the phone was convincingly positive as Good – 53, Fair – 29, and only 12 – poor, 6 n/a these patients mustn't have tried to get through by phone.

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

As the patient survey was reassuringly positive the PRG could not suggest any action to improve on the surveyed results.

The Practice is trying to increase the number of patients who access appointment via the Vision online booking of appointments and ordering of repeat prescriptions. This would allow the telephones to be easily accessed for more urgent issues and would reduce the number of calls for appointments if patients would be encouraged to use the online facility.

### Priority area 3

Description of priority area:

PRG members found it difficult to prioritise a third action due to positive findings in the annual survey. PRG felt that the overall satisfaction with the Practice was 92% positive and only 8% negative so very little room for improvement as far as priority areas go.

What actions were taken to address the priority?

None to address

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

As above

## 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):

Issues raised in previous years have been over waiting times for GP, it was agreed with the GP and the PRG that the GP would start surgery later and finish later due to over run at the start of surgery – this has had a positive impact on waiting times and as a result of the later start, the appointment times are running a lot smoother but unfortunately Doctor can take longer with some patients than with others depending on their condition so this will have a knock-on effect on other appointments.

The PRG felt that the results from the previous year's action plan were overwhelmingly positive and not very much negative response by the patients surveyed. The practice is obviously highly rated by the patients who use the medical services provided by the Practice and the PRG felt that the Practice should be congratulated on their achievement.

The PRG felt that overall satisfaction was very good, and we would continue to encourage PRG membership with particular emphasis on trying to gain interest from the younger age practice population.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26<sup>th</sup> March 2015

How has the practice engaged with the PPG: Bimonthly meetings in practice

How has the practice made efforts to engage with seldom heard groups in the practice population? Advertising on practice website, posters in waiting room, jayex (ACD) display in waiting area, word of mouth

Has the practice received patient and carer feedback from a variety of sources? No – annual patient survey undertaken in practice by handing out questionnaire on a random basis by a member of the PRG.

Was the PPG involved in the agreement of priority areas and the resulting action plan? YES discussed at bimonthly meetings in practice.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Hopefully reduced waiting times and increased access has allowed patients to be seen on the same day by allowing “Book on the day” appointments

Do you have any other comments about the PPG or practice in relation to this area of work? NO