

Annex D: Standard Reporting Template

Lancashire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Lytham Road Surgery

Practice Code: P81015

Completed by: Carol Woodward

Date: 30.3.2015

Signed on behalf of PPG: Lorna McNulty

Date: 30.3.2015

Please confirm that the report has been published on the practice website by 31st March 2015
(provide further information)

YES (If no, please

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

Does the Practice have a PPG? YES
Method of engagement with PPG: Regular face to face meetings and also via Email
Number of members of PPG: 7

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PRG	25%	75%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	15%	9%	12%	13%	15%	13%	13%	10%
PRG				12.5%	12.5%	37.5%	37.5%	

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	79%	1%	0%	5%	1%	1%	2%	1%
PRG	100%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1%	1%	1%	1%	2%	1%	1%	1%	0%	1%
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 take every opportunity to advertise the existence of our PPG – there are notices and leaflets in the surgery and it is advertised on the practice website. Existing members of the PPG and our clinicians also opportunistically ask patients if they are interested in joining the group. Our PPG has reduced this last year due to one of our members moving away and despite our best efforts we have been unable to attract new members. We have been approached by some younger patients who have shown an interest in the group and we have invited them to our meetings but as yet they have not been able to attend. We are still struggling to engage the under 30's age group but are continuing to advertise the existence of the group to this patient demographic. We are considering the

use of a Facebook page to encourage younger patients to be able to get involved remotely.

The PPG meetings are held in the evenings rather than daytime to encourage attendance from patients that are working in the day but this has not increased our PPG numbers. The PPG members are going to attend the annual flu clinics to take the opportunity to promote the group and give information to a large number of patients at one time.

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:

- Practice in-house patient questionnaire developed by PPG regarding the development and improvement of the practice reception and administrative area (see embedded documents)



Practice survey
questions 2014.docx



October 2014
Survey analysis.docx

- Patient feedback forms and suggestions and complaints

How frequently were these reviewed with the PRG?

The group met 4 times during the year – initially in July to agree the key priority areas for the practice. An in-house patient survey was discussed and devised in conjunction with the group and the subsequent results and analysis helped to shape the plans for redevelopment of the reception and administration area.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Develop plans to reorganise the Practice reception and administration area to enhance patient experience, increase confidentiality and improve patient flow.

The current premises are full to capacity due to the large number of patient medical records needing to be stored and the increase in the number of clinicians and administration staff.

What actions were taken to address the priority?

The group met to formulate a patient survey to help gauge how fit for purpose the current reception/admin area is. The questionnaires were given out opportunistically over one week to all age groups. The results were then analysed and discussed at practice meetings and with the PPG.

The survey results highlighted the following areas for improvement:

The reception area looks dated and could be modernised

There should be clearly signposted separate windows for appointments and collection/ordering of prescriptions – this would reduce long queues at busy times – having more than 2 windows open at one time was deemed confusing for patients

The telephones would be better if they were removed from the front reception area – this would also help to improve confidentiality

The lobby area is very large and a waste of useful space – this could be reconfigured and would make the reception area larger

Many patients didn't like the seating arrangement in the waiting room

Visual indications of which rooms the doctors are in could be improved

The practice have since utilised the services of an architect to draw up plans for a new reception area – this also includes the relocation of the patient medical records which would then enable the telephone lines to be moved into the back administration area so that the reception staff would no longer have to answer the telephones while dealing with patients. The practice has also applied for some funding for this project.

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

The practice is awaiting the result of an application for funding for this development project and once received, the patients will be notified by posters and newsletter in the waiting room and on the practice website.

The redevelopment of the reception/administration area will have a huge positive impact on the patient experience and will also enhance and improve the practice administrative processes.

Priority area 2

Description of priority area:

Develop a new practice website to provide up to date information for patients on practice services.

What actions were taken to address the priority?

The existing website was not able to be developed any further due to limitations on the site. A new website was commissioned and launched.

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

The new website is very user friendly and provides lots more information for the patients. Online access is integrated into the website and patients can now easily order their prescriptions and book appointments. Useful information for patients is added regularly and any news and notices for patients is kept up to date and reviewed monthly by the practice team.

The website is advertised in reception, in the patient booklet and on the right hand side of repeat prescriptions. The staff opportunistically promote the practice website to patients.

Priority area 3

Description of priority area:

Increase online access for appointment booking, ordering of repeat prescriptions and viewing of test results online to help patients access these services 24/7 and reduce the pressure on being able to get through to the surgery on the telephone.

What actions were taken to address the priority?

The roll out of online prescription ordering and booking of appointments was publicised in reception, on the website and on the right hand side of prescriptions. The members of the PPG were also signed up to view online test results – the feedback from them was that it was very easy to navigate and useful to be able to access the services 24/7. Being able to access test results was felt to be of particular benefit to patients with long term conditions such as diabetes.

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

Many more patients than before are signing up to use the online facilities which in turn is reducing the amount of telephone calls and footfall into the surgery. The take up of online appointments has been excellent and more appointments have now being made available to book online. The staff and clinicians are taking every opportunity to advise patients to sign up for the service – the process is extremely simple to set up and members of staff have been trained to help troubleshoot if patients have any problems when accessing the online services. The feedback from patients via the online form and comments box has been very positive.

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):

Although the numbers of the group have not increased as yet, the PPG members consistently attend the regular meetings and they have helped to shape and improve several of the services we offer.

The PPG members have been discussing topics which have felt to be relevant and important to the development of the practice services. Increased access to a doctor or nurse has been discussed and the appointment system has been refined and improved over the last year. Following a change in telephone system last year which initially had many teething problems, the ease of telephone access has now been much improved. The group have fed back that the service they are offered has now significantly improved over the last year or so. The introduction of telephone appointments with the GPs last year has continued to be useful and popular with patients.

The group have provided valuable feedback from other patients regarding the practice services.

A new member of staff has been tasked with the implementation of a PPG newsletter which we are planning to launch later this year – not only to highlight and advertise the existence of the group but also to give patients the opportunity to help develop the services we offer.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30.3.2015

How has the practice engaged with the PPG:

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

All members of staff and existing members of the PPG are active in encouraging feedback from patients regarding the services we provide.

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

We have an online feedback form which patients use regularly to raise questions about the practice and services. We also now have the Friends and Family Test data. The practice manager and office manager also receive a lot of feedback from patients and maintain an 'open door' policy to enable patients to provide useful insight into what works well and also what areas need improvements.

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

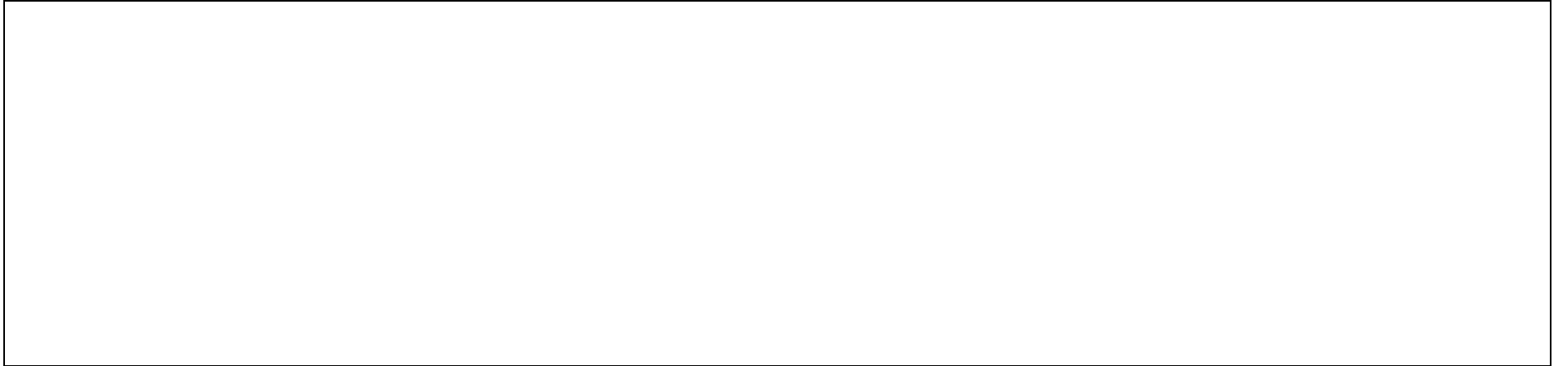
Yes – the questionnaire was developed by the PPG following a meeting to discuss important areas and the group were all signed up to access online services in order to report back on ease of use etc. The targeted feedback proved very successful and helped shaped the plans for development of the reception/admin areas.

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

Many more patients have signed up to access online services and the upgrade of the practice website has proved a success with many patients commenting on the new easier to navigate site.

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

The views of the PPG are invaluable, as users of the services which we provide their feedback and ideas are always welcome.



Please submit your report to: england.lancsat-medical@nhs.net by 31st March 2015