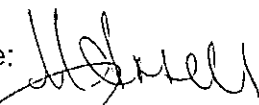



Annex C: Standard Reporting Template

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

Practice Name: **Lister Medical Centre**

Practice Code: **F81027**

Signed on behalf of practice:  **M Ansell - Business Development Manager** Date: **5/3/15**

Signed on behalf of PPG:  **B Cooper - CHAIRMAN** Date: **05/03/15**

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

Does the Practice have a PPG? YES												
Method of engagement with PPG: E-mail												
Number of members of PPG: 133												
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	49.17	50.83		Practice	22.73	10.0	15.05	13.82	14.20	9.35	8.35	6.50
PPG	39.10	60.90		PPG	0	2.26	9.77	17.29	14.29	25.56	19.55	11.28

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	62.48	0.65	2.37	7.70	0.58	0.45	0.23	7.17
PPG	82.7	4.5	0	3.9	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.51	0.54	0.20	1.02	0.68	4.58	0.61	0.87	0.04	3.00
PPG	1.5	0	0	0.8	0	3.0	0	0	0	4.5

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:

Patients who present at the Practice are asked by the reception team if they would like to join our virtual patient reference group if interested they are given a letter and questionnaire giving them full details of the group and enrolment details.

The letter and questionnaire are also displayed at our main front entrance in an external notice board.

Full details are also displayed on our web site.

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
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:

Electronic Group (Virtual Patient Participation Group)
Patient Reference Group (PRG) Friends of Lister

How frequently were these reviewed with the PRG?

Initial consultation/end evaluation/review of action points and final presentation

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ul style="list-style-type: none"><i>Waiting Area: To reduce footfall in this small overcrowded area</i>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"><i>We aim to actively promote the Electronic Prescribing Service (EPS) currently only 4064 of our patients use this service. Our current list size is 18,300</i>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"><i>We are actively promoting this EPS service to patients via posters in the waiting room/information on our web site and a printed message on prescriptions. We are also looking into the possibility of advertising this via our community network TV</i> <p><i>The more patients who take up this service will help reduce the amount of patients/carers coming to the Practice to pick up a prescription which will help reduce the queues and will improve the booking in procedure for patients/carers who have appointments or any other medical enquiry.</i></p>

Priority area 2

Description of priority area:

- *Appointments: the survey has identified that patients are not happy with the time it takes to get through on the phones to book an appointment*
- *Measures following previous surveys have been introduced which included having multi skilled staff who can assist reception in busy periods*

What actions were taken to address the priority?

- *This year's survey identified that more action is required to help address this
We are now recruiting for additional members of the reception team which will help to improve telephone response times*

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

- *We are currently in the recruitment process. Unable to measure the impact until staff are fully trained and in situ*
Improvements will be monitored by:
Auditing the number of call to the appointment telephone group
Auditing how long calls are waiting to be answered
Via future surveys responses from patients
- *This will improve the service we provide to our patients/carers*
- *Advertised via the survey result presentation available via our web site/will also be displayed in our waiting area.*

Priority area 3

Description of priority area:

- *Telephones: Patients have to pay a premium rate to contact our Practice*

What actions were taken to address the priority?

- This issue has been raised via previous surveys – it has been an ongoing issue that we have been trying to resolve
- We have now sourced a new supplier and contracts have been signed which results in us no longer using an 0844 number and having a local rate telephone line.

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

- *Within 12 weeks (from Jan 2015) the 0844 number will no longer be used and we will only have a local rate number.*
- *This local rate number will be greatly welcomed by our patients*
- *Nearer the time – this will be advertised via our web site/posters in the waiting area/posters in the external notice board*

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):

- **Telephone queues:**
We are still pro-actively working to improve our performance in this area
- **Reception queues:** *Having multi-skilled staff available to assist the reception team in particularly busy periods has improved the service offered.*
- **Physical environment:** *Waiting areas re decorated; notice boards refurbished and regularly updated. Artworks by local artists have improved the visual ambience of the Practice.*

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **05.03.15**

Has the report been published on the practice website? **YES**

How has the practice engaged with the PPG:

Via E mail (virtual user group)

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

In order to engage further with ethnic minorities, we had worked closely with the integrated support services. This voluntary organisation has been running for several years in Harlow with the aim of helping new migrants to the Harlow area integrate more easily into local society and to gain appropriate access to NHS services.

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

Yes Via hardcopies/on line surveys

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

Yes discussed at the survey presentation ideas/opinions taken on board example: disabled parking application/new build

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

The new local phone number along with additional appointment staff will be a great improvement to patients. We have ongoing work in regard to encouraging patients to sign up for the EPS however a good up take of this will result in a more user friendly reception/waiting area.

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

The input from both the virtual group and Friends of Lister essential to the ongoing development of the Practice.

The additional support from the Friends of Lister is invaluable.

Please return this completed report template to the generic email box – england.leiclincsmedical@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.

web address www.listermedicalcentre.com/