

Annex D: Standard Reporting Template

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

Practice Name: Stanwell Road Surgery

Practice Code: H81 104

Signed on behalf of practice: *Dr S. Jones*

Dr S. Jones

Date: 13/03/2015

Signed on behalf of PPG: *Dr S. Jones*

Dr S. Jones

Date: 13th 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 and virtual which is by email,																																					
Number of members of PPG: 307																																					
Detail the gender mix of practice population and PPG:	Detail of age mix of practice population and PPG:																																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 50%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>47</td> <td>53</td> </tr> <tr> <td>PRG</td> <td>25</td> <td>75</td> </tr> </tbody> </table>	%	Male	Female	Practice	47	53	PRG	25	75	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><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%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1283</td> <td>688</td> <td>912</td> <td>961</td> <td>1205</td> <td>822</td> <td>635</td> <td>468</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>2</td> <td>7</td> <td>26</td> <td>131</td> <td>95</td> <td>35</td> <td>11</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1283	688	912	961	1205	822	635	468	PRG	0	2	7	26	131	95	35	11
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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	231	6		22		1	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	11	3		2			13			13

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:

All new patients are invited to join the PPG on registering with the practice. Also we invite new members through newsletters and posters in surgery . Also opportunistically, if a patient has taken the time to come and speak to a member of staff with any concerns we ask if they would like to participate.

Ethnicity for practice population in total at present is not up to date

<p>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</p> <p>If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:</p>

2. Review of patient feedback

<p>Outline the sources of feedback that were reviewed during the year:</p> <ul style="list-style-type: none">• Complaints/compliments box . One member of the PPG is responsible for checking the box monthly• We also accept feedback by email• Friends and family test, hand written and also on the "Iwantgreatcare" website, being submitted monthly via CQRS• NHS choices however no recent feedback.• In person, patients can approach any member of staff with any problems, concerns or compliments they may wish to share.
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How frequently were these reviewed with the PRG? Reviewed quarterly by PPG at meeting and feedback from the larger email group discussed.
We have a quarterly face to face meeting with the steering group for the PPG and minutes and points for discussion are sent to the virtual group.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improve carers packs and increase awareness within the surgery staff and practice population.

What actions were taken to address the priority?

A lead for carer's awareness has been appointed within the admin team. She liaises with Carers charities and support in Spelthorne to ensure that our leaflets and paperwork are in date.
Staff have been updated regarding carers support and how to encourage patients to register as carers and how to access support within the community.
Visual information available within the surgery is being reviewed and updated regularly.

Priority area 2

Description of priority area:

Car parking

We have space for 4 cars plus 1 disabled space.

Street parking is available but many people also park on the street who use the early morning commuter train and specifically park directly outside the surgery.

What actions were taken to address the priority?

PPG members wrote to the council requesting that we have a white line placed across the surgery entrance.

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

White line now in situ and parking is now 30 minutes at most when patients are visiting the surgery.

Priority area 3

Description of priority area:

Appointments

We open for pre-booked appointments at 7.30am. Patients were queuing outside surgery so when the phones opened at 8am sometimes there were no appointments left due to the numbers of people at the front door. It was decided that this was unfair. Also some patients were pretending they had an appointment and were sitting in the building from 7.30. As there is only a skeleton staff this was deemed to be a risk.

What actions were taken to address the priority?

The GP partners in discussion with the PPG decided to trial that if a person turned up at the door for an appointment at 8am that they would be offered a telephone triage appointment that day with the GP, so that on the day face to face appointments are offered to people who telephone the surgery.

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

Has now been in place for 8 weeks, there was some dissatisfaction and complaints to begin with. However it has reduced the number of people at the door early morning and there are now appointments available when the telephone lines open.

Patients were informed by either email, noticeboards, notices on outside doors and windows. Information was also available via our website and in the newsletter.

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):

1. Establishing a PPG.

The PPG is well established and has worked in this present form now for the past 3 years. The steering group meet quarterly and work well as a team in assisting and supporting practice staff.

The virtual group are proactive in communicating and offering advice, answering surveys and voting on decisions.

2. Availability of appointments.

As with all GP practices at certain times of the year we have too few appointments available to meet the needs of our practice population. We have reviewed our appointment system and increased triage telephone appointments. We have had a new telephone system installed as this was an issue 2 years ago, it has reduced the number of complaints being made about the phones being answered. We have also extended our opening hours to increase the number of appointments available.

3. Recruitment

The surgery has had significant changes over the last 4 years, we have had 3 partners retiring who had been with the practice for many years and had a very loyal patient group. Finding suitably qualified replacements has been an issue, added to this there appears there are insufficient doctors coming into general practice. We have been successful in finding replacements for those GPs however one of the new GPs is about to go on maternity leave. Our aim is to cover this vacancy with part time locum.

We have also had 3 practice nurses leave and have found replacing them very difficult. There is a new recruitment process in place in Surrey to help with this situation.

We have received some complaints from patients that they find the changes within the reception staff less satisfactory. The majority of our receptionists were reaching retirement age and chose to retire leaving us to recruit a new team. As a well-established practice many of our patients knew and felt confident with the reception staff as they had known them for many years. Fortunately we now have a new team in place and hopefully patients will become confident and happy with our new team.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 13/03/2015