

Annex D: Standard Reporting Template

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

Practice Name: Little Moor Surgery

Practice Code: Y00334

Signed on behalf of practice:

Date: 31 March 2015

Signed on behalf of PPG:

Date: 26/3/15

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Email																																					
Number of members of PPG: 68																																					
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 style="text-align: center;">48%</td> <td style="text-align: center;">52%</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">25%</td> <td style="text-align: center;">75%</td> </tr> </tbody> </table>	%	Male	Female	Practice	48%	52%	PRG	25%	75%	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%;"><small><16</small></th> <th style="width: 10%;"><small>17-24</small></th> <th style="width: 10%;"><small>25-34</small></th> <th style="width: 10%;"><small>35-44</small></th> <th style="width: 10%;"><small>45-54</small></th> <th style="width: 10%;"><small>55-64</small></th> <th style="width: 10%;"><small>65-74</small></th> <th style="width: 10%;"><small>> 75</small></th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">1057</td> <td style="text-align: center;">510</td> <td style="text-align: center;">663</td> <td style="text-align: center;">675</td> <td style="text-align: center;">744</td> <td style="text-align: center;">523</td> <td style="text-align: center;">435</td> <td style="text-align: center;">403</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">4%</td> <td style="text-align: center;">14%</td> <td style="text-align: center;">23%</td> <td style="text-align: center;">37%</td> <td style="text-align: center;">16%</td> <td style="text-align: center;">4%</td> <td style="text-align: center;">2%</td> </tr> </tbody> </table>	%	<small><16</small>	<small>17-24</small>	<small>25-34</small>	<small>35-44</small>	<small>45-54</small>	<small>55-64</small>	<small>65-74</small>	<small>> 75</small>	Practice	1057	510	663	675	744	523	435	403	PRG	0%	4%	14%	23%	37%	16%	4%	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	3619	11		24				
PRG	90.87%	0.01%		0.01%				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice				54	6			54		
PRG				4.55%	0.01%			4.55%		

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:

Our patient reference group (PRG) continues to be advertised on the practice website (www.hmmc.info-index.aspx)

In the practice through the use of posters and flyers; and in the practice newsletter and practice leaflet.

In order to ensure representation of our BME population, posters were placed in the Heaton Muslim's Community Trust's premises and we attended an event there to encourage patients to join our PRG.

We identified valuable resources in recruiting 'hard-to-reach' groups such as our regular contacts with: Health Visitors, Midwives, Local Chemist

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:

Reviews were undertaken of:
Patients complaints (formal and Informal)
Patient suggestions/feedback
Friends and Family Test responses
National Patient Survey results

How frequently were these reviewed with the PRG?

Complaints and patient feedback are reviewed at the practice at the time they are received. Complaints are dealt with in accordance with our Complaints Policy. Where appropriate, Significant Events are raised and discussed at the next practice meeting.

The Practice and the PRG agreed to review annually.

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="226 392 607 424">Description of priority area:</p> <p data-bbox="226 427 1128 459">Inconsistency of seeing the same GP, seeing a Locum too often</p> <p data-bbox="226 501 1151 533">GP have left the practice on Maternity Leave and for partnerships</p>
<p data-bbox="226 687 909 719">What actions were taken to address the priority?</p> <p data-bbox="226 799 2018 903">We have now started to recruit new permanent GP's and have also taken the steps to merge Little Moor Practice with Heaton Moor Medical Centre to enable more stability of number of GPs working across all sites with partners now also working at Little Moor Surgery</p>
<p data-bbox="226 1023 1335 1054">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="226 1094 2007 1166">The GPs who have started have formed a stable base for us to build on and patients can see a permanent GP when attending the practice.</p>

Priority area 2

Description of priority area:

Long queues at reception when trying to make appointments, book in and also collecting prescriptions

What actions were taken to address the priority?

We have 2 practices at Offerton Health Centre and patients join the wrong queue, we have therefore made signage clearer and at peak times call a second receptionist from the admin room.

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

Patients have said the queue goes down quicker and signage is clearer.

Priority area 3

Description of priority area:

Unable to get a routine appointment with a GP for at least 2 weeks

What actions were taken to address the priority?

The practice has introduced an open surgery on the day allowing patients to phone on the Wednesday for a routine appointment and be given a time to suit them. This has proved very popular and we have now introduced this system on Mondays as well, means patients should not have to wait for all routine appointments more than 2 days in advance.

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

Patients can be seen routinely within 2 days and the patients know if they phone before 10:30 a.m. they will be given a routine appointment on that day.

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):

Continue to participate in Extended hours Directed Enhanced Service- the practice continues to participate in this service and currently offers early morning and weekend appointments with clinicians.

Detail opening hours on the Practice Website, NHS Choices Website, at the practice and in our Practice Leaflet

Feature an article regarding online appointment booking and repeat prescription ordering in a Practice Newsletter

Booking Nurse appointments 2 months in advance continues allowing patients choice

Increase opening hours has been on going and this year we now open from 7:20 a.m.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26/3/15

How has the practice engaged with the PPG: The practice mainly communicates via email with the PPG to gain views and opinions and to provide feedback and updates on progress made with action plans

How has the practice made efforts to engage with seldom heard groups in the practice population? The practice Encourages all patients who register with the practice to join the PPG and has worked to ensure representation from the BME population, carers, young families and the housebound as outlined in section 1 of this report. The large number of members of the group suggests the practice engages with seldom heard groups.

Has the practice received patient and carer feedback from a variety of sources? The practice receives patient and carer feedback via complaints (formal and informal), informal feedback and compliments, and the new Friends and FamilyTest.

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

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Now offers more extended hours appointments.

Do you have any other comments about the PPG or practice in relation to this area of work? Having a PPG enables the practice to understand the views of its patients.

