

Annex C: Standard Reporting Template

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

Practice Name: **Dr S Schultz and Partners – Beauchamp House Surgery**

Practice Code: **F81083**

Practice website address: **<http://www.beauchamphouse.co.uk/>**

Signed on behalf of practice:

Date:

Signed on behalf of PPG:

Date:

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 and email
Number of members of PPG: Core group has 12 members

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48.7%	51.3%
PRG	33.3%	66.6%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	18.4%	8.3%	14.5%	15.3%	13.4%	10.1%	10.7%	9.3%
PRG	0	0	0	0	25%	33.3%	33.3%	8.3%

Detail the ethnic background of your practice population and PRG:

Ethnicity of Practice Population (at 18/3/15)	Patient Count
(134B.) Race: Caucasian	1
(134I.) Race: Bangladeshi	1
(9S...) Ethnic groups (census)	3
(9S1..) White - ethnic group	558
(9S2..) Black Caribbean	4
(9S3..) Black African	37
(9S6..) Indian	53
(9S7..) Pakistani	14
(9S8..) Bangladeshi	6
(9SA..) Other ethnic non-mixed (NMO)	5
(9SAC.) Other European (NMO)	4
(9SAD.) Other ethnic NEC (NMO)	1
(9SB..) Other ethnic, mixed origin	3
(9SB2.) Other ethnic, Asian/White orig	16
(9SZ..) Ethnic groups (census) NOS	400
(9T1B.) South East Asian	1
(9T1C.) Chinese	29
(XE0oc) Race: Not stated	11
(XE2Nt) Black Caribbean/W.I./Guyana	5
(XM1SC) Iranian (NMO)	1
(XaE4B) Ethnic group not given - patient refused	136
(XaFwD) White British	2659
(XaFwE) White Irish	23

(XaFwF) Other white ethnic group	89	
(XaFwG) Mixed ethnic census group	8	
(XaFwH) Black - ethnic group	12	
(XaFwy) Other black ethnic group	8	
(XaFwz) Asian - ethnic group	16	
(XaFx0) Other Asian ethnic group	42	
(XaFx1) Other ethnic group	37	
(XaIB5) Black Caribbean and White	12	
(XaIB6) Black African and White	9	
(XaJQu) Ethnic category - 2001 census	3	
(XaJQv) British or mixed British - ethnic category 2001 census	924	
(XaJQw) Irish - ethnic category 2001 census	20	
(XaJQx) Other White background - ethnic category 2001 census	164	
(XaJQy) White and Black Caribbean - ethnic category 2001 census	23	
(XaJQz) White and Black African - ethnic category 2001 census	22	
(XaJR0) White and Asian - ethnic category 2001 census	31	
(XaJR1) Other Mixed background - ethnic category 2001 census	43	
(XaJR2) Indian or British Indian - ethnic category 2001 census	69	
(XaJR3) Pakistani or British Pakistani - ethnic category 2001 census	39	
(XaJR4) Bangladeshi or British Bangladeshi - ethn categ 2001 census	21	
(XaJR5) Other Asian background - ethnic category 2001 census	30	
(XaJR6) Caribbean - ethnic category 2001 census	12	
(XaJR7) African - ethnic category 2001 census	47	
(XaJR8) Other Black background - ethnic category 2001 census	12	
(XaJR9) Chinese - ethnic category 2001 census	55	
(XaJRA) Other - ethnic category 2001 census	39	
(XaJRB) Ethnic category not stated - 2001 census	280	
(XaJRC) English - ethnic category 2001 census	16	
(XaJRH) Black and Asian - ethnic category 2001 census	1	
(XaJRM) Other Mixed or Mixed unspecified ethnic category 2001 census	2	
(XaJRW) Other Asian or Asian unspecified ethnic category 2001 census	10	
(XaJRb) Other Black or Black unspecified ethnic category 2001 census	1	
(XaJRd) Japanese - ethnic category 2001 census	1	
(XaJRe) Filipino - ethnic category 2001 census	2	
(XaJRf) Malaysian - ethnic category 2001 census	1	
(XaJRi) Greek - ethnic category 2001 census	1	
(XaJRM) Italian - ethnic category 2001 census	1	
(XaJSC) Traveller - ethnic category 2001 census	2	

(XaJSE) Polish - ethnic category 2001 census	2
(XaJSP) Oth White European/European unsp/Mixed European 2001 census	3
(XaJSQ) Other White or White unspecified ethnic category 2001 census	11
(XaJST) North African - ethnic category 2001 census	1
(XaJSg) Any other group - ethnic category 2001 census	1
(XaQEa) White British - ethnic category 2001 census	2861
(XaQEb) White Irish - ethnic category 2001 census	5

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	See table above							
PRG	91.6%	0	0	0	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	See table above									
PRG	0	8.3%	0	0	0	0	0	0	0	0

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:

The Practice continues to engage with all patients including those in care and residential homes, those with learning disabilities and those with long term conditions through the website, via the surgery notice board and during face to face consultations.

Both the Practice and the PPG aim to seek to have a wider consultative group, possibly virtual, which is more representative of the whole patient practice, who can be consulted on an ad hoc basis.

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:

- **Friends and Family Test responses**
- **Complaints and accolades**
- **Feedback/suggestions received through our website link**

How frequently were these reviewed with the PRG?

- **At the bi-monthly PPG meetings**

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Replacement of the heavy doors to the entrance of the practice.</p>
<p>What actions were taken to address the priority?</p> <p>Funding was identified to replace the heavy doors with automatic glass sliding doors, accessed via a wheelchair accessible ramp. The new doors and ramp were in situ by May 2014.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Fitting of the new doors and building the new ramp did necessitate some inconvenience for patients and carers, as the building had to be accessed via a different entrance (a temporary ramp was installed to facilitate this). An article in the practice newsletter, an item on the surgery website and posters around the surgery advertised the requirement for this change.</p> <p>The practice has received nothing but positive feedback regarding the replacement doors and new ramp. Access to the building is now regarded to be much easier.</p>

Priority area 2

Description of priority area:

To assess the cost for a telephone queuing/call management system.

What actions were taken to address the priority?

Quotes were obtained from a number of telephone service provider companies and all options for telephone queuing and call management were considered by the practice. An order has been placed to significantly upgrade the telephone system and additionally provide additional telephone line capacity to the surgery – the upgrade will provide both call queuing and an auto-attendant to facilitate better call management.

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

The telephone system is scheduled to be upgraded at the end of March 2015, and therefore the impact of this implementation will not be seen until the early part of the new financial year.

The practice has announced this change in the surgery newsletter, via posters in the waiting room, and on the practice website.

Priority area 3

Description of priority area:

Review appointment availability and settings of the on-line booking to assess if there is the opportunity to improve the service.

What actions were taken to address the priority?

This is an on-going and continuous piece of work – appointment availability is being continually reviewed, and a number of changes to the appointment schedules have been trialled.

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

The increasing demand for appointments, often in excess of available capacity, means that this priority area will always need to remain under review. The ability to book appointments on line is advertised to all patients – on the surgery website, in the practice leaflet, via posters in the surgery, in surgery newsletters and at face-to-face consultations.

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):

- **Replacement of doors to the entrance of the practice:** completed in May 2014
- **Noticeboard:** the practice has continued with the use of the surgery notice board – this informs patients of staff changes, the latest news, patient surgery/Friends and Family test results and so on
- **Telephone:** the cost of an upgrade to the telephone system has been investigated, and an order placed for a call management/telephone queuing system to be implemented at the end of March 2015.
- **Text messaging:** The clinical system in place has the ability to send a confirmation and a reminder to an appointment to a patient's mobile phone. This facility was implemented in 2012/13 and has been very popular with patients. New patients are asked if they are happy to receive a message via text as part of the new patient registration paperwork. However, the contract put in place centrally by the NHS that provides for text messaging via the clinical system (at no additional cost to the practice) will cease to be in place from September 2015. The practice must now investigate how this can be replicated for the future, and the on-going cost implication must be analysed.
- **Cloakrooms:** notices have been displayed in the surgery toilets since 2012/13, reminding patients to report any problems to reception, and these continue to be successful. Patients are encouraged to report any concerns to reception so that they can be dealt with as soon as possible.
- **Practice newsletters:** these have proved a very popular way of informing patients of change, and will continue for the future. Four seasonal newsletters are published each year.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

A GP and the Practice Manager formally meet with the PPG on a bi-monthly basis, with communications between meetings taking place via email.

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

The Practice continues to engage with all patients including those in care and residential homes, those with learning disabilities and those with long term conditions through the website, via the surgery notice board and during face to face consultations.

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

Feedback is received via the following sources:

- **Complaints and accolades – from patients and carers**
- **Friends and Family test**
- **Via the suggestion box in the waiting room, and suggestions/feedback sent via the surgery website**
- **Face-to-face meetings requested with the practice manager**

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

It is as a direct result of the work of the PPG that the key action areas undertaken (as detailed above) have been progressed to implementation.

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

- **Access to the surgery is now greatly improved as a result of the replacement of the front entrance doors and construction of a new ramp to access this area**
- **Frustrations regarding telephoning the surgery will be alleviated through the introduction of the call management system/auto attendant (before the end of March 2015)**
- **Appointment availability remains under continuous review**

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