

## Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Lakeside Surgery

Practice Code: K83002

Signed on behalf of practice: Janita Mackin (Practice Director and Partner)

Date: 04/03/2015

Signed on behalf of PPG: Ric Barnard (PPG Chair)

Date: 04/03/2015

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

Does the Practice have a PPG? YES / <del>NO</del>												
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face, email, letter and website.												
Number of members of PPG: 9												
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	50	50		20.7	9.5	15.8	12.7	15.1	11.6	8.1	6.5
	PPG	60	40						30		30	40

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	67.3	0.3	0.2	13.0	0.1	0.2	0.2	0.5
PPG	100							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.3	0.1	0.1	0.2	0.1	0.5	0.1	0.1	0	16.7
PPG										

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:

PPG advertised on the website.

Advertised within the surgery.

Two members of the PPG have attended the surgeries and spoken to patients about the PPG and offered for them to sign up to either attending the meetings or virtual membership via email. A specific leaflet and sign-up sheet was designed for this process. The numbers above reflect the position before any virtual members are added.

Of the any other – the majority has no ethnicity specified, so the percentage white British rises to 80.4%.

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

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:

National GP survey.

Friends and Family Test trends – piloted throughout the period until live for all practices.

Patients complaints discussed at partner/management meetings throughout the year.

PPG members bring issues to the practice's attention.

Staff suggestion box – some ideas come indirectly from patients.

How frequently were these reviewed with the PPG?

Any issues that have been highlighted during the year that the practice needs to address, in particular if it involves changes that directly affect the patients, have been taken to the PPG monthly meetings.

Any issues identified directly by the PPG are discussed at the meeting and suggestions taken back to the practice to look at ways to improve. Actions are then always fed back to the PPG via an ongoing action log which is reviewed at every meeting.

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Length of time it takes to get an appointment with a GP of your choice.</p>
<p>What actions were taken to address the priority?</p> <p>More nurse and HCA time in the same day clinic operated in the practice. This frees up more doctor clinical time to spend seeing patients for booked appointments.</p> <p>In process of reviewing the whole same day clinic model to either utilise additionally employed minor illness nurses to free up even more time for doctors or to utilise the patient triage and streaming within the adjoined urgent care centre where same day patients can be directed correctly to a GP or to an urgent care doctor.</p> <p>Ability to book further weeks ahead for GPs of your choice, as specific rota manager and assistant employed to ensure the appointments can be logged on the system earlier which allows appointments to be made.</p> <p>Ability to book appointments on the website.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>More appointments now available to book for patients than 12 months ago. With the additional appointments available from registrars and new GPs, this means chosen GPs can normally be booked sooner.</p> <p>Patients see this when they ring or come in to book appointments.</p>

## Priority area 2

### Description of priority area:

Queues at reception at both main sites and long waits for phones to be answered at Forest Gate.

### What actions were taken to address the priority?

More reception staff have been taken on during the year to increase the size of the team. This means more people to answer the phones and assist on the face to face reception desks.

Aiming to have two staff on the front desk at all times when possible, in particular busy times of the day.

In the process of relocating the Lakeside desk to the main entrance lobby, to make it easier for patients to check in and be directed to one of three main areas to be seen. This will then enable us to have a scripts collections/queries desk downstairs for patients, which can be the main cause of reception queues.

Two new self check in screens installed at Lakeside.

All reception staff have had an internal meeting regarding customer service. In the process of arranging a proper customer service training for them.

New phone system installed at Forest Gate with more incoming lines.

In the process of centralising the reception phone area to maximise answering calls for all patients.

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

The number of complaints how this have already started to reduce.

### Priority area 3

Description of priority area:

Access and appointment numbers.

What actions were taken to address the priority?

Increased number of salaried doctors in the practice and two new GP partners in the period – improving the number of accessible appointments for all.

Increased number of GP registrars.

Locums or additional GPs employed whenever doctors are on sick leave over one week, doctors are away from the practice doing other necessary things or at pinch points in the year. To maintain the number of appointments available.

The practice have invested in six new rooms built upstairs in the urgent care centre for GPs to use which has freed up space for more nurse appointments. Nursing team increased in size and two specialist nurses now employed for diabetes and heart failure.

Finalising a new practice website which makes booking appointments easier. This will also encompass a new tool which will allow patients to self-diagnose using online guides and help or the ability to complete a comprehensive and directed series of questions which will create an email to a GP at the practice, who in turn will then contact the patient in response. This reduces the number of face to face appointments needed (reportedly by up to 17%), which then frees them up for other patients.

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

More appointments now available to book for patients than 12 months ago. With the additional appointments available from registrars and new GPs, this means chosen GPs can normally be booked sooner.

Patients see this when they ring or come in to book appointments.

Patients will also see further improvements when the website goes live very soon.

#### 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):

Access and appointments continue to be a key topic which is why it has also been a key priority again this year.

Communication with patients – the website has been maintained and investment in a new one to improve this further. More publications and notices put into all three sites of key changes or important health issues.

The practice is looking at using a text messaging service for informing patients of test results with the PPG.

The practice has invested in more clinical rooms to improve access.

The practice is continually investing in all three sites to improve consistency of visits across the practice – including in a recent investment in new staff in all areas of the business.

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 04/03/2015

Has the report been published on the practice website? YES/NO

How has the practice engaged with the PPG:

Monthly meetings held with both partners and managers in attendance.

All parties add to the agenda.

Full and open meeting where everyone is free to have their say on the topics discussed.

PPG played a key part in the practice CQC inspection.

PPG member are now sent key points from each and every practice executive meeting, so they are aware of the key items being discussed and affecting the practice on an ongoing basis.

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

PPG volunteers in the practice talking to patients and offering virtual membership – which is a new concept this year. Advertised in the practice.

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

Yes via the PPG and contact from patients to the chair. Via patient complaints. Via a large range of patients from the friends and family test.

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

The priority areas have come from both issues raised at the PPG meetings and trends from the friends and family test/complaints. All of these have been discussed with the PPG throughout the year, along with the ideas for improvements.

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



More available appointments as more GPs and nurses. Better reception facilities which will continue to improve with the implementation of a new desk at Lakeside and the centralised call centre for incoming calls. The new website will also make a considerable difference to patients.

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

The relationship between the practice and PPG has improved throughout the year and we will continue with this when the enhanced service ceases to exist as we feel the benefit to PPG members, the practice and of course the patients are very important.