

Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Feltwell Surgery

Practice Code: D82079

Signed on behalf of practice: S.Wilson

Date: 18/03/15

Signed on behalf of PPG/PRG: R.Brighton

Date: 20/03/15

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

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Email
Number of members of PPG:	110

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:

Information on how to join the VPPG is available on the Practice website, Practice leaflet, New patient information pack, TV monitor in waiting room and in Reception.

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 (Lesbian Gay Bisexual Transgender) 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:

VPPG emails

Friends and Family Test Questionnaire

Patient suggestions/complaints

How frequently were these reviewed with the PPG?

These are reviewed via email with VPPG at least annually

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Develop and promote online services</p>
<p>What actions were taken to address the priority?</p> <p>We have promoted online services widely in the Practice via the TV monitor in the waiting room, the Practice leaflet and on the Practice website.</p> <p>You can now make an appointment to see a GP online, view appointments online and cancel appointments online. You can order your repeat medication online. Complete the Friends and Family Questionnaire online. View your summary care record online.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This makes life easier for patients and Carers as in they can now do any of the above from the comfort of their own home as opposed to travelling to and from the Practice or having to make a phone call.</p>

Priority area 2

Description of priority area:

Helping to reduce A&E attendance

What actions were taken to address the priority?

We have put together posters and video clips on our Practice website, on the waiting room TV monitor and in the waiting rooms about inappropriate A&E attendance and ways in which to help yourself for minor ailments. We have developed signposting information to other services ie pharmacies, walk in centres, NHS Choices website and 111 service.

We took part in the 'choose me not A&E' campaign.

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

The message about inappropriate A&E attendance has been widely publicised, so hopefully our patients are better informed on how to help themselves and where to access the appropriate services.

Priority area 3

Description of priority area:

Access to Questionnaires online.

What actions were taken to address the priority?

The Friends and Family Test Questionnaire was made available online.

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

With the help of the VPPG, this seems to have been quite successful. This is the only questionnaire we have carried out this year so far.

This was publicised via the VPPG, Practice website and on the patient TV monitor in the waiting room.

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):

We have successfully raised the profile of the Carer in our community. We have trained staff as Carer Champions and hold monthly drop in sessions at the Surgery with West Norfolk Carers.

Patient transport – we have worked very hard with previous PPG members to try to organise a community transport scheme. Unfortunately this was not successful due to a lack of volunteers. As an alternative, we have linked up with Norfolk Volunteers who offer a subsidised community transport scheme. This is widely advertised.

Patient letters, the PPG helped to make our communications with patients more user friendly.

Larger chairs were purchased for the waiting room.

Access to the Surgery – we invested in new digital telephone lines to give patients better access and also invested in a new telephone system with call queuing and call recording facilities.

We increased the amount of GP appointments available.

Held various talks in the community as requested by the PPG

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 20/03/15

How has the practice engaged with the PPG: Email

How has the practice made efforts to engage with seldom heard groups in the practice population? Practice website/TV monitor/Practice leaflet/New patient information pack.

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

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? As detailed in the report.

Do you have any other comments about the PPG or practice in relation to this area of work? No