Annex D: Standard Reporting Template

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

Practice Name: **Theale Medical Centre**

Practice Code: **K81077**

Signed on behalf of practice: ………………….…… (Mac Pugh - Practice Manager)   Date: 27.03.2015

Signed on behalf of PPG: …………………….…… (Rosemary Balsdon - PPG Chairperson)   Date: 27.03.2015

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) - **We have face to face / group meetings usually quarterly and more frequently emails exchanges.**
Number of members of PPG: **28**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	**5418**	**5387**
PRG	11	17

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	**2319**	**929**	**1435**	**1582**	**1737**	**1304**	**883**	**616**
PRG	**0**	**0**	**1**	**3**	**2**	**9**	**10**	**3**

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	9606	41	0	372	69	27	50	38
PRG	25	0	0	1	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	103	62	21	75	58	65	46	10	5	160
PRG	1	0	0	1	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:

We actively encourage representatives from all age and ethnic groups by advertising details of the PPG on our web site and in the waiting room on the large display screen which patients view while waiting to see the Doctors/Nurses.

We have a good mix of Gender and a reasonable spread of ages within the PPG group does tend to be more popular with the middle age to older groups.

We have been starting to produce some articles for local newsletters and intend to write one about the PPG to try and attract new members from a larger audience.

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:

No there is nothing specific in the area that means other groups should be included

2.   Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

1. **We had feedback from patients during a survey conducted for the CQC Inspection completed in November 2014.**
2. **We have been actively reviewing comments fed back from the Friends & Family survey's that we are conducting each month from December 2014**
3. **One member of the PPG spent some time introducing themselves and then talking to patients in the Practice waiting room to seek views on the services and facilities provided. This was then fed back to the PP meeting held on 3rd March 2014.**
4. **As Practice Manager I also deal with any complaint/complement letters/emails received and this helps to gauge things that patients like about the practice or would like to see improved.**
5. **The results of the national GP Patient Survey also provided good feedback to be considered and used as appropriate**
6. **Healthwatch**

How frequently were these reviewed with the PRG?

These sort of things are reviewed/discussed at the quarterly PPG Meetings and in the regular emails exchanges that take between us in the intervening periods.

3.   Action plan priority areas and implementation

Priority area 1
Description of priority area: **Improvement of facilities and services at the Practice**
What actions were taken to address the priority? **Both the Practice and members of the Patient Participation Group were aware of all the building development work in the area and the expanding population that was leading to an ongoing increase in the patient list size and therefore the demand for more appointments.** **In order to respond to this everyone was supportive of developing plans to extend the current building so that we could provide two additional treatment rooms to help accommodate more patient care services. Work on this extension commenced on 2nd March and should be completed by the end of May. Alongside this the PPG were keen to see improved parking facilities for the patients visiting the centre and consequently we made arrangements for an additional nine car parking spaces to be provided as part of the overall building project scope.** **We were asked to provide more flexible opening times to help those patients who work and find it difficult to attend appointments during normal working hours so the medical centre has participated in both the extended hours and enhanced access initiatives and provided some extra appointments of an evening and on Saturdays.** **extended hours, rest room facilities etc**
Result of actions and impact on patients and carers (including how publicised): **We have advertised the building extension and extended hours on the screen in the waiting room and also put details in the local news letters and on the Practice Website to raise awareness with the Patients. There has been a good uptake of patients using the late night and Saturday appointments that are now available to provide more flexibility and choice. This has been welcomed by the PPG who are very keen to extend the initiatives on opening hours as much as possible.**

Priority area 2

Description of priority area:

Improved communication to the wider patient population

What actions were taken to address the priority?

In discussions with the PPG we all agreed that getting information out to people was important but we also realised that in order to do this effectively we would need to use a variety of methods in an attempt to reach all intended target groups given there was a wide spread in age groups in the patient base with differing levels of computer literacy or access to computers.

For this reason we agreed that when there is important information to get out there we should use a variety of vehicles to achieve this including local newsletters, updates on the website, messages displayed on the waiting room display screen, and notice boards and mailshots. The sort of topics covered in these communications are the implementation of the patient on-line facilities and the tablet app that is available for this and the promotion of things like smoking cessation, beat the street, Friends and Family test, immunisations and the availability of health checks at the centre.

At the recent PPG in March members were also keen that we display an organisation chart in the centre showing pictures of the Doctors and Nurses and highlighting their specialist skills and this is something we are pulling together at present.

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

Feedback from patients show they welcome a variety of communication channels and although they may not be interested in everything that is going on at the centre they like to know what is available should they need to take advantage of it at some time in the future. There has been a good uptake in many areas such as immunisations and health checks and although we can't be sure how effective things like smoking cessation and beat the street are we do at least know that the information is getting there so people can make informed choices.

Priority area 3

Description of priority area:

Improvement in services, Safeguarding and infection control at the Practice

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What actions were taken to address the priority?

Like all Practices we are very conscious how much focus there is on Safeguarding and infection control in everything we do on a day to day basis within the practice and to that end all staff have undertaken formal training in these areas to ensure everyone understands their importance. There are also regular audits in areas such as infection control to ensure we are maintaining standards in line with our formal procedures covering this area.

New mobile 24 hour ECG monitoring equipment has recently been purchased for patient use so that the practice has the facility to gather comprehensive data for analysis in respect of a patient's health and ongoing care plan. Similarly we had

Additionally we purchased a second 24Hr mobile blood pressure monitoring device for patient to use so that we could bring down the six week waiting list to use the single one we had available.

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

As a result of the infection control audits and discussions with the PPG we have taken a number of initiatives to improve the facilities at the practice including the replacement of a number of the fabric covered chairs with new ones that have a new style fabric covering that meets the new infection control standards. We have also replaced treatment room curtains with disposable paper ones that will now be changed periodically in line with our procedures.

There have been new fridges acquired for both the dispensary and satellite surgery at Calcot with both max/min temp recording functionality in line with new standards and also provided air conditioning in the dispensary to ensure we have complete control over the temperatures where medicines are stored. All this has been put in place to ensure we can provide the best possible facilities and a safe environment for the patients visiting our centre.

We ensure patients are aware of these initiatives through our communication channels as highlighted Priority area 2 above that covered communication.

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):

Actions taken at PPG meetings are always followed up and reviewed at the following meeting to ensure they have been followed up/implemented and if they have been effective and achieved the desired results.

We always try to find ways to improve the patient experience when visiting the Medical Centre and provide the best possible services and health care by listening to what patients think is important.

Facilities have improved and mainly in the area the waiting room facilities by providing an information screen, clock, better seating arrangements and information boards.

Better opening hours has been very beneficial and we hope to see this extended even further going forward.

Communication is key so that patients have access to better information and services and there is a lot of activity in this area with improved notice boards and signage and the emerging availability of the on-line services for those who like to engage with the surgery in that way.

The new extension is really welcomed to ensure the practice continues to deliver a high level of services and cater for the patient list size growth that is taking place in the area.

A lot of focus has gone into the area of Safeguarding and Infection Control and once again this has been well received by all parties connected with the PPG.

4.   PPG Sign Off

Report signed off by PPG: **YES the PPG Chairperson Rosemary Balsdon** (see scan of front page showing signature)

Date of sign off: **27th March 2015**

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? (**Yes wherever possible**)
Has the practice received patient and carer feedback from a variety of sources? (**Yes as per review patient feedback above**)
Was the PPG involved in the agreement of priority areas and the resulting action plan? (**Yes this was agreed before Writing**)
How has the service offered to patients and carers improved as a result of the implementation of the action plan? (**Yes see below**)
Do you have any other comments about the PPG or practice in relation to this area of work? (**PPG Chair report below**)

THEALE PPG REPORT FROM ROSEMARY BALSDON (Chairman)
I attended and joined PPG on 15th January 2013 and we have had six meetings since that time.

There are around 40 members that expressed an interest in being part of the Theale PPG – however some are only interested in being virtual members contributing via email.

Twitter and Facebook have been discussed as a medium for communication for the PPG but due to patient confidentially it was deemed not to be suitable. We are trying to think of ideas to engage young people.

An idea to have presentation for specific illnesses was considered targeting specific demographics.

Sheena Masoero from Healthwatch Reading was invited and came to one of our meetings and explained their role in the Reading area. She flagged up the PPG joining forms should be in the Calcot Surgery, provide details on notice board for patients to contact the PPG to send through their issues for the agendas.

A raised chair has been installed in the waiting room for the elderly and those with hip and back problems.

An idea put forward to sit in waiting room and speak discreetly to patients about any concerns.

Jo Greenbank organized one of the survey through survey monkey – results were distributed.

DNA's (Did Not Attend appointment) problem was discussed and info going forward will be put on screen in waiting room.

A photo board for the surgery of GP's, Nurses etc was discussed and costs are being sought.

Email addresses are being obtained for specific purposes and results etc.

Waiting room Notices are regularly tided up and changed.

The timing of the automatic entrance doors was discussed but sadly not as flexible as ideal.

The automatic telephone system is discussed and patients clearly enjoy speaking to a real person.

The big screen was installed and is being updated with info reminding patients to book flu jabs etc.

The PPG looked at the joining and welcoming paperwork pack to see if it could be updated but it was confirmed a lot of material is required by legalisation. If you had been a patient for a long time some info might not be up to date and need refreshing.

The PPG are asked about their experience with NHS 111 and the issue with wrong postcode is flagged up.

The privacy issue with receptionists had been addressed by a notice and the team made sure that the hand gel is easily found.

The website and patient access is always under review.

As Chairman of the Theale PPG I attend the Patient Voice (previously called the Chair of Chairs) Reading.
When I am not available another Theale PPG rep can attend. This is a meeting with other N&W Reading Surgeries PPG

members to have discussions and presentations from other professionals and clinicians and learn about initiatives in the locality and specific illnesses.

As a result of being a member of the Patient Voice I volunteered to be the representative on the RBH Urgent Programme Care Board which meets monthly on a Thursday. This is chaired by Andy Cierierski.