

# Annex D: Standard Reporting Template

Wessex Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Stour Surgery

Practice Code: J81066

Signed on behalf of practice: *Claire Brooks*

Date: 20.03.15

Signed on behalf of PPG: *Carol Smith*

Date: 20.03.15

## 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)

- Face to face with Patient Circle – Monthly Meetings
- Email with Patient Reference Group

Number of members of PPG :

- Patient Circle 8
- Patient Reference Group 161



**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:**

- New patients invited to join PPG when registering
- Carers invited to join at Carers Group Meeting – Nov 2014
- Text sent to all patients who we have mobile number details 19.11.14 to gain engagement of younger patients

**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**

- Patients with mental health needs poorly represented within PRG

**If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:**

- Through the Bournemouth and Christchurch collaborative Stour Surgery was involved in a focussed piece of work consulting with local residents in Christchurch and North Bournemouth, across all ages and cultures

## **2. Review of patient feedback**

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

- Patient Satisfaction Survey
- Patient Complaints and Suggestions
- Bournemouth and Christchurch Collaborative Feedback

**How frequently were these reviewed with the PRG?**

- Annually

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

- Real time information on open surgery waiting times and current health issues. Request via Patient Circle for electronic screen in Reception area

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

- Discussed with Patient Circle and feedback sought through patient satisfaction survey - 77% in support of TV monitor in waiting room

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

- Will keep patients informed about waiting times and current health issues and practice events
- Will be publicised on website and in Stour News

## Priority area 2

### Description of priority area:

- Improve patient experience of mental health services particularly of GP's being aware of outcome of visits to CMHT

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

- All patients to have a registered GP
- Letters/faxes to go straight to registered doctor

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

- Patient's registered GP always aware of latest information from CMHT. Continuity of care ensured

### Priority area 3

#### Description of priority area:

- Patient Parking

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

- Complaints about insufficient parking for patients during surgery times
- Staff requested to park offsite

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

- Parking prioritised for patients rather than staff

## 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):

### Free text

- Provision of automated blood pressure monitoring cuff in Reception for patients to check BP themselves
- Patients booking in for Open Surgery advised how many waiting ahead of them by Reception staff

## 4. PPG Sign Off

Report signed off by PPG : YES

Date of sign off: 20 March 2015