

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