

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: Debenham Group Practice

Practice Code: D83041

Signed on behalf of practice: *Steve Bloomfield* Date: 25/03/2015

Signed on behalf of PPG/PRG: *Jean Housley* Date: 24/03/2015

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)	Face to face (we are also offering email)
Number of members of PPG:	10

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	49.5%	50.5%	Practice	19	8	8	12	16.5	15	12.5	9
PPG	60%	40%	PPG	0	0	0	0	0	30	40	30

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	93	0.04	0	0.7	0.09	0.02	0.04	0.06
PPG	100	0	0	0	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	0.01	0	0	0.04	0.02	0.01	0	0	0	0
PPG	0	0	0	0	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:

Throughout 2014/15, various efforts have been made to attract more members to the PPG, both in terms of increasing overall numbers of members as well as a wider representation of the practice population:

- Parish magazines (monthly articles)
- Practice website
- RHS on prescriptions
- Patient survey
- Practice leaflet
- New patient pack
- Flu Day (PPG members attended)
- Posters
- Virtual (i.e. via email)

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? NO

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

N/A

2. Review of patient feedback

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

2013/14 Patient Survey & 2014/15 Patient Survey

Anonymised Patient Compliments & Complaints

NHS Choices

CQC Website

Friends & Family – as this has only recently started, we are waiting until we have a few months of data before using this as a suitable form of feedback

How frequently were these reviewed with the PPG?

The surveys are reviewed annually, but all others at each quarterly meeting when appropriate.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Patient confidentiality at Debenham reception.</p>
<p>What actions were taken to address the priority?</p> <p>We carried out some building refurbishments to the reception area.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The layout of the new area has greatly improved patient confidentiality, providing a segregated more private area for patients/carers. One of the reception team has also been moved away from the front desk area to improve confidentiality for certain telephone calls.</p> <p>Prior to the building works taking place, we advised patients (website, posters etc) that there would be some temporary inconvenience. On completion, we thanked patients for the patience – and confirmed to all others that the works had now been completed.</p> <p>The PPG have welcomed the change and recognised the improved patient confidentiality now provided (in what is still a relatively small area). We have also had a considerable number of extremely positive comments from patients and visitors.</p>
Priority area 2
<p>Description of priority area:</p> <p>Improve communication with patients and the local community.</p>

What actions were taken to address the priority?

It was agreed that a monthly article would be published in local parish magazines. The article would be partly made up of news from the practice (staff, relevant NHS/health issues etc) and also partly a PPG article, updating on any relevant actions, e.g. offering patients to become “virtual” PPG members (via email) for those who are unable to attend meetings.

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

Our articles are now published in 7 different parish magazines. Together with various other means of advertising, we published our flu clinic dates in the parish magazines in 2014 which helped contribute to an extremely successful flu campaign where we were the second highest practice in East Suffolk achieving just over 80% for our 65 and over patients.

Priority area 3

Description of priority area:

Improve service offering within the local community.

What actions were taken to address the priority?

The practice actively engaged with the Ipswich & East Suffolk CCG, Secondary Care and various associated health providers in order to explore potential outreach clinics.

GP’s and clinical staff undertook specialised training in order to support some of the new services we now offer (other services are provided by directly, e.g. physiotherapy).

Debenham Group Practice is also part of the Deben Health Group (6 practices working in collaboration) where we have combined to secure new services.

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

As a semi-rural practice covering a large geographical area (approximately 100 sq miles), we now provide patients with the following services/clinics:

- Monthly CMAS clinics at our Otley surgery
- Physiotherapy
- Diabetes
- COPD/Asthma (this is a new service in its early stages of implementation)
- Diabetic Eye Screening (Debenham is in the top 20% of practices providing this service in terms of patient attendance)

While some of these services are done via the standard referral process, where relevant, we promote and advertise via the practice website, parish magazines, prescriptions and posters.

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):

Patient Survey – although not a mandatory requirement any more this year (now replaced by Friends & Family), we were keen to compare our patients perception of our services compared to this time last year. There has been a noticeable increase over recent times in terms of patient need (people living longer and many with multiple health issues) as well as patient expectation, against a background of reduced funding and increased workload. While there will always be areas where can look to improve, on the whole, it is very pleasing to see that the on-going hard work and dedication from Doctors and staff at Debenham Group Practice is reflected in the feedback we have received from our 2014/15 patient survey. We were delighted to receive 295 replies (almost 30% more than last year), with a good demographic spread, the highlights of which were:

- Reception (Very helpful) 89% (up from 83%)
- Access via telephone (Very easy) 49% (up from 36%)
- Practice open at convenient times 80% (up from 69%)
- Level of care from GP/Nurse/HCA (substantial increases on all indicators)

One area which patients have highlighted as needing improvement is being able to be seen by a GP on the same day. This will need further more in-depth investigation and will probably be a Priority Area for 2015/16.

Of the three main issues raised last year:

1. On-line services – although the practice website requires further modification and updating, our patients (once they have registered for on-line access) are able to order repeat prescriptions, book appointments and access their summary care record. We have also started to utilise SMS text messaging, initially for appointment confirmation/reminder, but are hoping to expand this in the coming year.

2. PPG membership (and patient awareness of the PPG) – despite various initiatives, it is extremely disappointing to still note that only approximately a quarter of our patients are aware of the existence of the PPG. We have also advertised the option for patients to join virtual sub group (allowing communication solely via email) which was hoped would encourage housebound, employed and younger patients etc. While our membership level has remained fairly steady, we will continue to do all we can to encourage new members and publicise the PPG
3. Network with other PPG's – the Deben Health Group (a collaboration of 6 local practices) has started to hold joint meetings. Our first project was to jointly look at the issues around patients who do not attend for their appointment (and who have not contacted the surgery to cancel or give any explanation). The Ipswich & East Suffolk CCG has also held a joint PPG meeting for all 41 practices in east Suffolk, and our PPG was represented at that meeting. The level of networking is still relatively minimal but is something we are keen to participate and contribute to as it develops.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20 March 2015

How has the practice engaged with the PPG?

We meet at Debenham once every three months. The meetings are usually held on a Tuesday morning from 11.30am until 1.00pm.

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

We have striven to publicise and communicate the existence of the PPG and to encourage new members. This year we have also offered patients to join as “virtual” members.

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

Yes; patient survey, patient website, nhs choices website, CQC website, letters, emails, telephone calls and meetings.

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

Yes. We will be meeting again in May 2015 to agree on the three main priority areas for 2015/16

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

We have introduced new specialised clinics and services directly in the local community. Overall, as clearly evidenced in the Patient Survey, our patients have indicated that the levels of care and service provided by the practice have continued to improve.

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

During the last year, the PPG, albeit a relatively small group, became more involved and supportive of the practice. The PPG helped raised funds which has allowed the practice to purchase a third spirometer (lung function test machine). This now means that we are able to offer this service at all three surgeries. The PPG was also represented at out flu clinics, engaging with patients as well as raising funds and promoting the PPG itself. On behalf of the Debenham Group Practice, I would like to sincerely thank all the members of the PPG, past and present, for giving up their time and for their contribution to the successful development of the care and services provided to our patients and community.