

# Annex D: Standard Reporting Template

Cumbria and the North East Area Team  
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Cestria Health Centre, Whitehill Way, Chester Le Street, Co. Durham DH2 3DJ**

Practice Code: **A83050**

Signed on behalf of practice: **DENISE HUNTER (*D. Hunter*)**      Date: **28.3.2015**

Signed on behalf of PPG: **JOE LAVELLE**      Date: **28.3.2015**

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

Does the Practice have a PPG? <b>YES</b> / NO																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>Face to face meetings, e-mail, letter and telephone</b>																																					
Number of members of PPG: <b>20</b>																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>49%</td> <td>51%</td> </tr> <tr> <td>PRG</td> <td>50%</td> <td>50%</td> </tr> </tbody> </table>	%	Male	Female	Practice	49%	51%	PRG	50%	50%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>18%</td> <td>9%</td> <td>11%</td> <td>12.5%</td> <td>17%</td> <td>13%</td> <td>11%</td> <td>8.5%</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>5%</td> <td>10%</td> <td>25%</td> <td>55%</td> <td>5%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	18%	9%	11%	12.5%	17%	13%	11%	8.5%	PRG	0	0	0	5%	10%	25%	55%	5%
%	Male	Female																																			
Practice	49%	51%																																			
PRG	50%	50%																																			
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75																													
Practice	18%	9%	11%	12.5%	17%	13%	11%	8.5%																													
PRG	0	0	0	5%	10%	25%	55%	5%																													

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	11608	5	0	0	1	1	11	18
PRG	19	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	26	1	0	0	39	0	0	0	0	0
PRG	0	0	0	0	1	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:

**The practice has continued to work with our well established Patient Reference Group (PRG) and have successfully recruited some new members. We continue to publicise information regarding the PPG on the practice website, newsletters, posters on the notice boards in all 4 waiting areas, display leaflets on the reception desks and respond to comments on the NHS Choices website including inviting patients to join the PPG if they feel there are issues they could help us resolve. The reception staff are encouraged to promote the PPG wherever possible to potential new members and in particular to new patients irrespective of gender, age and ethnic background. We continue to target specific registered patients, in particular underrepresented groups by encouraging patients to join a virtual group including diabetic clinic, Family Planning clinic, Citizens Advice clinic, mothers attending baby clinic, chronic disease clinics, ante-natal clinic, carers and patients attending for flu immunisation and primary prevention.**

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**

## 2. Review of patient feedback

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

**Patient feedback and the star rating from the NHS Choices website was discussed at the PPG meeting on 9th October 2014. Information was circulated regarding results of the GP Patient Survey run by Ipsos MORI on behalf of NHS England and discussed at the PPG meeting on 9th October 2014. Minutes from North Durham Locality PRG (Durham, Chester Le Street & Derwentside) received and discussed at practice meeting.**

How frequently were these reviewed with the PRG?

**Feedback formally discussed twice a year and any actions are agreed by the practice and PPG members. It was agreed the group would also communicate virtually as and when there were additional issues to discuss or an extraordinary meeting could be called if required.**

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

**Alleviate congestion at the front reception desk possibly by utilising one of the hatches for prescription collection/queries**

What actions were taken to address the priority?

**We have reviewed the way the receptionists work to try and reduce the time that patients wait to speak to a receptionist at front desk. We now have a receptionist positioned at the front desk to alleviate any inappropriate waiting for patients. It was also agreed that we would utilise both hatches at the front desk when deemed to be necessary. All reception staff are reminded to request colleague assistance if the queue is longer than 3 patients. We have also employed an additional receptionist to ensure there is no detrimental impact on the answering of the phones due to a receptionist being permanently on the front desk. Patients are actively encouraged to use the online prescriptions service (Electronic Prescription Service) which means the prescription will go straight to their nominated pharmacy rather than having to queue to collect their prescription. This will be reviewed by the practice in April 2015.**

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

**This change in the way the receptionists work has not been publicised as it is clear that there is now a receptionist present at all times at front desk. Anticipated impact will be that patients will not wait as long to be seen. Electronic prescribing system has been advertised internally in the practice, on the practice website and on NHS Choices website.**

## Priority area 2

Description of priority area:

**Address confidentiality issues in the main waiting room and at the reception desk. A suggestion was to look at acoustic tiles for the main waiting room.**

What actions were taken to address the priority?

**Regarding patients in the waiting area and at front desk overhearing confidential conversations by staff in the reception area, we have introduced a CD player into the waiting area and we will survey feedback from patients to measure improvements made to confidentiality in reception and waiting areas. Training has taken place with the receptionists to ensure confidential discussions do not take place in earshot of other patients and not to repeat patient names or personal details when speaking to patients on the telephone. We have also introduced a notice to inform patients that there is a private interview room available should patients need to discuss something confidential with the receptionist. The telephone on the front desk has been removed to ensure confidentiality is maintained. We are currently seeking advice and quotations for replacement of the ceiling tiles in the main waiting area to acoustic tiles.**

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

**Notice displayed to inform patients of a private interview room available for confidential discussions with receptionists. No negative feedback from patients regarding concerns with confidentiality.**

### Priority area 3

Description of priority area:

**Improve the internal directional signs taking into account the colour, size, height and whether the signs should be attached to the ceiling or to the wall**

What actions were taken to address the priority?

**We are currently in the process of seeking advice and quotations to improve our internal signage to assist in providing directions within our building, and to let patients know when they have reached the room they are looking for. We are looking at improving the typeface, the colour of the letters, the background colour and ensuring the wording and placement are unified, clear, consistent and at the correct level. We also need to explore the use of symbols to help people with visual impairments find their way around and access and safety signs to help people with physical impairments or disabilities.**

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

**This is still work in progress but the impact on patients and carers on completion will result in a more effective patient flow, improved efficiency and a positive patient experience.**

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):

**Progress against the action plan agreed in February 2014 is as follows:**

**Care.data - more information for patients regarding care.data "Pathfinder practices" will test different methods of informing patients about the care.data scheme and how they can opt out of it. Practice to publish information for patients. This is on-going and we will continue to update patients via PPGs, website, posters etc.**

**Access - improve access at evenings and weekends. The practice has successfully provided late surgeries until 8 pm Monday to Friday and Saturday morning surgeries from 8 am - 1 pm.**

**Confidentiality - it was agreed to continue to look at measures that could be taken to make patient conversations more private - continuous.**

**Car park - the congestion with the car park appears to have improved due to the longer opening hours of the surgery.**

**Advertise services more widely - we have actively promoted services delivered at the practice via posters, newsletters, practice website and NHS Choices website.**

4. PPG Sign Off

Report signed off by PPG: **YES/NO**

Date of sign off: **28.3.2015**

How has the practice engaged with the PPG: **Face to face meetings and virtually via emails**

How has the practice made efforts to engage with seldom heard groups in the practice population?: **Friends and Family test, advertise on the practice website, accepting members that prefer to correspond by e-mail/post/telephone so they do not have to come to the surgery to attend meetings.**

Has the practice received patient and carer feedback from a variety of sources?: **Yes both verbal and written. Comments received during PPG meeting, Friends and Family Test both electronic and comment cards, NHS Choices website and e-mails.**

Was the PPG involved in the agreement of priority areas and the resulting action plan?: **Yes, action plan devised and finalised at PPG meeting on 9th October 2014.**

How has the service offered to patients and carers improved as a result of the implementation of the action plan?: **Evening and weekend access has increased, less complaints regarding the congestion in the car park due to lengthening the work day to 8 pm, better communication regarding available services within the practice and on-going continuous work on improving the confidentiality within the practice.**

Do you have any other comments about the PPG or practice in relation to this area of work?: **We have always tried to engage with the younger practice population and are endeavouring to come up with ideas on how to involve the younger population with ideas which may benefit their age group.**