

# Annex D: Standard Reporting Template

SOUTH YORKSHIRE & BASSETLAW AREA TEAM  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Duke Medical Centre**

Practice Code: **C88030**

Signed on behalf of practice: **Rachel Green**                      Date: 30/03/15

Signed on behalf of PPG: **Harriet Cain & Lynn Daley**                      Date: 30/03/15

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   |      |        |        |          |       |       |       |      |    |   |   |     |       |       |       |       |       |       |      |          |  |  |  |   |   |  |  |  |     |   |   |   |   |   |   |   |   |
| Number of members of PPG: 14   |      |        |        |          |       |       |       |      |    |   |   |     |       |       |       |       |       |       |      |          |  |  |  |   |   |  |  |  |     |   |   |   |   |   |   |   |   |
| 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></td> <td>2</td> </tr> <tr> <td>PRG</td> <td>4</td> <td>10</td> </tr> </tbody> </table> | %    | Male   | Female | Practice |       | 2     | PRG   | 4    | 10 | 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></td> <td></td> <td></td> <td>1</td> <td>1</td> <td></td> <td></td> <td></td> </tr> <tr> <td>PRG</td> <td>0</td> <td>1</td> <td>1</td> <td>2</td> <td>4</td> <td>3</td> <td>2</td> <td>1</td> </tr> </tbody> </table> | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | Practice |  |  |  | 1 | 1 |  |  |  | PRG | 0 | 1 | 1 | 2 | 4 | 3 | 2 | 1 |
| %  | Male | Female |        |          |       |       |       |      |    |   |   |     |       |       |       |       |       |       |      |          |  |  |  |   |   |  |  |  |     |   |   |   |   |   |   |   |   |
| Practice   |      | 2      |        |          |       |       |       |      |    |   |   |     |       |       |       |       |       |       |      |          |  |  |  |   |   |  |  |  |     |   |   |   |   |   |   |   |   |
| PRG  | 4    | 10     |        |          |       |       |       |      |    |   |   |     |       |       |       |       |       |       |      |          |  |  |  |   |   |  |  |  |     |   |   |   |   |   |   |   |   |
| %  | <16  | 17-24  | 25-34  | 35-44    | 45-54 | 55-64 | 65-74 | > 75 |    |   |   |     |       |       |       |       |       |       |      |          |  |  |  |   |   |  |  |  |     |   |   |   |   |   |   |   |   |
| Practice   |      |        |        | 1        | 1     |       |       |      |    |   |   |     |       |       |       |       |       |       |      |          |  |  |  |   |   |  |  |  |     |   |   |   |   |   |   |   |   |
| PRG  | 0    | 1      | 1      | 2        | 4     | 3     | 2     | 1    |    |   |   |     |       |       |       |       |       |       |      |          |  |  |  |   |   |  |  |  |     |   |   |   |   |   |   |   |   |

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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 | 1       |       |                          |             |                               |                      |              |             |
| PRG      | 12      | 1     |                          |             |                               |                      |              |             |

|          | Asian/Asian British |           |             |         |             | Black/African/Caribbean/Black British |           |             | Other |           |
|----------|---------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|-------------|-------|-----------|
|          | Indian              | Pakistani | Bangladeshi | Chinese | Other Asian | African                               | Caribbean | Other Black | Arab  | Any other |
| Practice | 1                   |           |             |         |             |                                       |           |             |       |           |
| PRG      |                     |           |             |         |             |                                       |           | 1           |       |           |

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 are constantly advertising for new patient members. We have notices within our practice newsletter, on our repeat prescriptions and on a 6 monthly timetable we text message our patients asking them if they would like to join.***

***The current members are conscious that we need representations from younger members as well at patients from the ethnic minorities groups. They try to encourage patients to take part, but to date we have not really been successful in persuading people to join.***

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? NO

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

## 2. Review of patient feedback

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

- We use MJOG to send text messages to all patients who have had an appointment to ask the FFT questions. These are automatically summarised

How frequently were these reviewed with the PRG?

-

3. Action plan priority areas and implementation

| Priority area 1  |
|--|
| <p>Description of priority area:</p> <p><b><i>Looking at DNA's</i></b></p>   |
| <p>What actions were taken to address the priority?</p> <p><b><i>We ask the patient at the time of booking appointment if we can send a text reminder and confirm mobile phone number. The system automatically generates a message to remind them of the date and time of appointment 24 hours before.</i></b></p>  |
| <p>Result of actions and impact on patients and carers (including how publicised):</p> <p><b><i>DNA Results:</i></b></p> <ul style="list-style-type: none"><li>• <b><i>September 2014: Doctors 71, Nurse/HCA 83</i></b></li><li>• <b><i>October 2014: Doctors 59, Nurse/HCA 95</i></b></li><li>• <b><i>November 2014: Doctors 64, Nurse/HCA 101</i></b></li><li>• <b><i>December 2014: Doctors 64, Nurse/HCA 103</i></b></li></ul> <p><b><i>The results are posted in the reception area for all patients to see as well as highlighted in our Practice newsletter. We ask that all patients cancel their appointments if not needed, but only a small few do, thus resulting in the doctors being</i></b></p> |

***unable to re-use.***

***All patients that DNA receive a letter informing them that we are monitoring the situation and if they continue to DNA the surgery will look to removing them from the list.***

***We have not actioned this to date as the letters tend to shock them thus don't tend to re-offend.***

## Priority area 2

Description of priority area:

***Looking at Online Usage – repeat prescriptions and booking appointments***

What actions were taken to address the priority?

***We have worked really hard in this area. Last year's uptake was very small (26 patients enabled to book appointments and 16 patients enabled to order prescriptions).***

***The practice used the following mechanisms to inform patients of this services***

- ***Messages on right side of prescriptions***
- ***Message champagne using text messaging***
- ***Practice Newsletter***
- ***Practice Website***
- ***Practice Leaflet***
- ***Face to Face (receptionist) query***
- ***Including an 'opt out' question within the new patient registration form. (from February 2015)***

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

***The current patients who have now registered for the above service is 301 patients (5% of population), however it is hoped that the 'opt out' question will increase the percentage at a faster pace.***

***All patients who have used this service have found it beneficial and along with EPS, we seem to have a more fluid***

***process when dealing with prescriptions. The practice have also found the online service having an impact on the staffing workload as it reduces the foot fall within the surgery.***

### Priority area 3

Description of priority area:

#### ***Access to surgery***

What actions were taken to address the priority?

***We have been working hard to promote the telephone consultation service. The majority of our patients now go on to this service so that a Doctor can ring back the patient to assess whether there is a need for an appointment. If an appointment is needed then the doctor will allocate one for that day at a time (and preferred doctor) to suit.***

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

***Patients can be seen on the day if needed or consulted over the phone with advice if an appointment is not needed. This service has become very popular with our patients and we now find that patients do not ask for a pre-bookable appointment (unless the doctor they like to see is on annual leave).***

***It has meant that the doctor can spend more time with the patients that need longer consultations rather than dealing with minor ailments and blocking up appointments when one is not needed.***

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):

**The action plan for 2014 focused on the results from the practice questionnaire.**

- **We have increased our campaigns using text messaging**
- **We have produced a poster informing patients that they will be seen in order of appointments and not in order of arrival (a number of our patients come early to coincide with the bus route.**
- **We highlight (within practice newsletter) all the Out of Hours routes when the surgery is closed and we still write out to patients who the doctors feel have in-appropriately used A&E**
- **We have published all the minutes from the PPG meetings on the practice website.**

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 31.03.15

How has the practice engaged with the PPG:

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

***We use our current group (who has links with many other organisations) to try and spread the word***

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

**Yes**

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

**Yes**

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

***Telephone consultation is being used by all types of patients and it is now the preferred service for the majority of our patients***

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

***We have a fantastic, enthusiastic group who help in all manners. For example, they all help out when we do our Flu clinics and help us organise the patients***

