

# Annex D: Standard Reporting Template

Lancashire Area Team  
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: WORDEN MEDICAL CENTRE

Practice Code: P81057

Signed on behalf of practice: *Tracy Willis*

Date: 20<sup>th</sup> March 2015

Signed on behalf of PPG:

Date:

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) Email											
Number of members of PPG: 41											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	49.8	50.2	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	36.6	63.4	Practice	19.3	9.4	11.1	13.2	15.4	12	11	8.6
			PRG	0	2.4	14.6	17.1	17.1	36.6	9.8	2.4

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	99%						1%	
PRG	99%						1%	

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

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:

**Patients are contacted via posters on noticeboards and via website.**

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 PRG is a representation of the practice population.

## 2. Review of patient feedback

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

Patient Survey Results  
Patient Online - pilot with PRG  
Comments via the website  
Comments in the surgery  
Comments on NHS Choices

How frequently were these reviewed with the PRG?

Every year

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Promote Patient Online Access for appointments, repeat prescribing and viewing medical records.</p>
<p>What actions were taken to address the priority?</p> <p>Access to Medical Records – piloted by the PRG.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Pilot completed and practice happy that system is robust. Rolled out to remaining practice population</p> <p>Publicised on the website as to how to sign up for the Patient Online Access. Posters in reception advertising this also.</p>

## Priority area 2

Description of priority area:  
Telephone System

What actions were taken to address the priority?

Part of this year's survey asked what patients thought of new telephone system and length of time on hold.

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

Improved telephone access for all patients. To be monitored over 6-12 months, to see if can be improved further.  
As part of the 2015 survey, 79% of patients thought the new telephone system was easy or very easy to use.  
Only 6% of calls were answered after 10 mins, most were answered between 2 and 5 minutes.

This was publicised on the website and via paper copy in reception.

### Priority area 3

#### Description of priority area:

Continual customer care, confidentiality updates for reception staff, to ensure the professionalism, helpfulness and confidentiality are continued to be maintained to a high level as shown by the excellent results in the 2015 survey.

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

Customer Care update in 2014.

Receptionist Customer care update planned for June 2015

IG Update planned for June 2015

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

Increased satisfaction from 2014 to 2015 questionnaire/survey.

Publicised on the website and in surgery via paper copy of survey results, comments and action plan

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):

Reception Staff – Improved results for helpfulness and professionalism  
Continued training and refresher training given to staff.

Improved telephone access.

Introduction of telephone consultations

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20<sup>th</sup> March 2015

How has the practice engaged with the PPG: Yes

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

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? Improved telephone access, telephone consultations, improved customer care

Do you have any other comments about the PPG or practice in relation to this area of work? No