

Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Park Avenue Medical Centre

Practice Code: K83042

Signed on behalf of practice:

Date: 31.3.15

Signed on behalf of PPG:

Date: 31.3.15

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

Does the Practice have a PPG? YES / NO YES													
Method of engagement with PPG: <i>Face to face, Email, Other (please specify). Monthly meetings and by email</i>													
Number of members of PPG: <i>8</i>													
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	50%	50%		Practice	19%	8%	13%	14%	14%	12%	11%	9%
	PPG	38%	62%		PPG						50%	50%	

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	7200	102	1	1450	135	150	60	
PPG	8							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	195	52	77	35	50			34	5	500
PPG										

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 PPG have a notice board in the waiting room. The PPG is advertised here and to accommodate a wider selection of participants we have met after normal working hours, inside normal working hours and on different days of the week.

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:

We have demographics which slant towards a mature white demographic and the PPG reflect this

2. Review of patient feedback

(Component 2 – 30% of payment)

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

We have conducted three patient surveys this year and Friends and Family

How frequently were these reviewed with the PRG?

At the next meeting after the survey results were available

3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

<p>Priority area 1</p>
<p>Description of priority area: <i>To give the disabled better access to the practice</i></p>
<p>What actions were taken to address the priority?</p> <ol style="list-style-type: none"> 1. Feb 14 Business plan submitted to NHS England for new premises 2. Oct 14 Decision to stop staff parking in practice car park 3. Nov 14 Premises refurbishment plan submitted to Partners
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ol style="list-style-type: none"> 1. July 14 Business plan rejected by NHS England – <i>The result being a continuation of poor access for CQU</i> negative impact on disabled patients 2. Oct 14 – Staff have agreed to park off site and now walk from the surrounding streets to the practice. Impact has been 2 staff cars damaged with over £2,000 worth of repairs but patients happier because they have greater access to the car park. 3. Refurbishment plan agreed by the partners and they agree to spending £120,000 of their own money to refurbish the premises to improve disabled access.

Priority area 2

Description of priority area: *To give better access to working patients*

What actions were taken to address the priority?

1. Proposal made to Partners to resume extended hours – this was reluctantly agreed as doctors already working excessive hours in the week.
2. To make available appointments from 07.30 am and Saturdays

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

1. The early morning appointments are popular with patients as are the Saturday openings

Priority area 3

Description of priority area: *To improve the facilities for all patients in the surgery*

What actions were taken to address the priority?

1. It was agreed that the improvements would not only better disabled access but would address:

- The décor and lighting of the whole building
- Better the treatment room by adding one new room and joining together of two small rooms
- Offer baby changing facilities
- Provide a room for community meetings and self-help groups

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

The planning application has been agreed and the building works started. The plans have been praised by the patient group.

We shall wait to see the final impact when the building works are completed by the end of the summer 2015

4. Progress on previous years

(Component 4 – 40% of payment)

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

There have been two major issues affecting the practice over recent years. The first has been the state and size of the building and the poor facilities for disabled patients. We have waited for three years for NHS England to make a decision on new premises. When our application for a new build was rejected the decision was made to make best use of the current premises. The refurbishments have started which means that currently we have nowhere for the PPG to meet and it is suspended for the duration of the works. After the work the majority of patient will be seen on the ground floor but it has meant that the Health visiting team will have to re-locate offsite which means that communications between the HVs and GPs will become more difficult.

The second major area of concern has been in our ability to recruit a GP and senior nurse. These have now been resolved and at the beginning of the year we recruited an 8 sessions per week GP and two nurse practitioners.

5. PPG Sign Off

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

Date of sign off: 31/3/15

Has the report been published on the practice website? YES/NO YES

Please insert web-link to your report: WWW.PARKAVENUEMEDICALCENTRE.CO.UK

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? *Through our waiting room notice boards and practice website*

Has the practice received patient and carer feedback from a variety of sources? *The PM feeds back any carer and patient information when it is available.*

Was the PPG involved in the agreement of priority areas and the resulting action plan? *Yes and have been closely following the negotiations for new build and refurbishments.*

How has the service offered to patients and carers improved as a result of the implementation of the action plan? *This is still work in progress. Albeit the increased staffing has improved the availability of appointments and reduced patient frustration and weekend working has bettered access for working patients.*

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

We struggle to engage the patient group as a whole. Friends and family tests are now readily taken up and in general patients only want to engage when they have a problem

Please return this completed report template to england.enhancedservices-athsm@nhs.net no later than 31st March 2015. **No payments will be made to a practice under the terms of this DES if the report is not submitted by 31st March 2015.**