

30/3/15 VERIFIED TO ENGLAND . AHWAT - PC @ nhs . net  
 30/3/15 ADDED TO WEBSITE



**Annex C**

**Arden, Herefordshire and Worcestershire Area Team  
 Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: DR R BANO

Practice Code: M86617

Signed on behalf of practice: Lorna Madeloff

Date: 30/3/2015

Signed on behalf of PPG: D Senior

Date: 30/3/2015

**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) <b>FACE TO FACE/ TELEPHONE/ QUARTERLY MEETINGS</b>												
Number of members of PPG: <b>4</b>												
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	<b>1440</b>	<b>1332</b>		<b>579</b>	<b>261</b>	<b>450</b>	<b>396</b>	<b>340</b>	<b>334</b>	<b>225</b>	<b>187</b>
	PPG		<b>4</b>						<b>1</b>	<b>1</b>	<b>2</b>	



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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								
PPG	1							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG	1	1					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 OPPORTUNISTICALLY ASK PATIENTS ON RECEPTION / FOLLOWING CONSULTATION**

**THE PRACTICE HAS A POSTER IN THE WAITING ROOM INVITING PATIENTS TO JOIN THE PRACTICE PANEL.**

**THE PRACTICE WEBSITE ALSO HAS A SECTION INVITING PATIENTS TO JOIN THE PRACTICE PANEL.**



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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 <b>NO</b> 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:  <b>THE MOST RECENT PRACTICE PATIENT SURVEY &amp; NATIONAL SURVEY (13/14)</b>  <b>COMPLAINTS &amp; COMPLIMENTS</b>  <b>THE RECENTLY INTRODUCED FRIENDS &amp; FAMILY TEST RESULTS</b>
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How frequently were these reviewed with the PRG? <b>TWICE A YEAR</b>





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**3. Action plan priority areas and implementation**

Priority area 1
<p>Description of priority area: <b>PATEINTS MOSTLY COMPLAINED ABOUT THE PARKING SITUATION AT THE SURGERY, HAVING TO PAY £1.50 PER HOUR &amp; UP TO £2.50 FOR 2 HOURS</b></p>
<p>What actions were taken to address the priority? <b>PATIENTS WERE INFORMED THERE IS STILL ON STREET PARKING AVAILABLE/ PUBLIC CAR PARK AT THE CITY COLLEGE, IN THE AREA/ LOTS OF PUBLIC TRANSPORT AVAILABLE WITH CONVENIENT BUS STOPS JUST OVER THE ROAD</b></p>
<p>Result of actions and impact on patients and carers (including how publicised): <b>PATIENTS ARE BETTER INFORMED, CLINICAL STAFF ARE AWARE, TO TRY TO KEEP AS CLOSELY AS POSSIBLE TO APPOINTMENT TIMES AS POSSIBLE</b></p>



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Priority area 2
<p>Description of priority area: <b>TELEPHONE ACCESS, PATIENTS HIGHLIGHTED THE PROBLEM THAT THEY WERE HAVING DIFFICULTY GETTING THROUGH TO THE SURGERY ON THE TELEPHONE</b></p>
<p>What actions were taken to address the priority? <b>THE PRACTICE HAS 2 INCOMING LINES AVAILABLE FOR PATIENTS TO ACCESS THE SURGERY, THESE ARE MANNED FROM 8.30AM UNTIL 6.30PM, THE SURGERY NO LONGER SWITCHES THE LINES DURING LUNCHTIME</b></p>
<p>Result of actions and impact on patients and carers (including how publicised): <b>PATEINTS ARE HAPPIER THAT THEY CAN GET THROUGH TO THE SURGERY EASIER, OPENING TIMES ARE ADVERTISED IN THE WAITING AREA/ PRACTICE LEAFLET &amp; ON THE WEBSITE</b></p>



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Priority area 3
<p>Description of priority area: <b>WAITING TIMES- PATIENTS SOMETIMES RAISED THE ISSUE OF HAVING TO WAIT LONGER THAN THEIR ALLOCATED APPOINTMENT SLOT FOR THEIR APPOINTMENT</b></p>
<p>What actions were taken to address the priority? <b>THE PRACTICE ADDRESSED THIS ISSUE BY INFORMING PATIENTS THAT 1 CONSULTATION= 1 PATIENT ( RECEPTION CAN ADVISE OVER THE PHONE WHEN BOOKING APPOINTMENTS &amp; POSTER IN WAITING AREA) IF ANOTHER FAMILY MEMBER NEEDS TO BE SEEN, THEY ARE ADVISED TO BOOK A SEPARATE APPOINTMENT, IF A PATIENT HAS MORE THAN 1 ISSUE THEY CAN BOOK A DOUBLE APPOINTMANT WITH THE GP OR NURSE.</b></p>
<p>Result of actions and impact on patients and carers (including how publicised): <b>PATIENTS ARE AWARE THERE MAY BE A DELAY WHILST WAITING FOR THEIR APPOINTMENT, BUT OVER ALL WAITING TIMES HAVE REDUCED.</b></p>



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### 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):

**ISSUE- DIFFICULTY IN CONTACTING THE SURGERY**

**AGREED ACTION- EXTEND OPENING HOURS**

**PROGRESS- NEW OPENING HOURS AGREED, NOW OPEN 08:30-18:30 EVERY DAY EXCEPT THURS 08:30-13:30**

**ISSUE- PREFERENCE TO SEE A GP OF PATIENTS CHOICE**

**AGREED ACTION- PATIENTS INFORMED OF SEESION EACH GP HOLDS**

**PROGRESS- AS ONE GP SITS FOR ONLY 3 MORNING SESSIONS, PATIENTS ARE INFORMED OF THIS AND CAN PRE BOOK UP TO 2 WEEKS IN ADVANCE FOR ROUTINE APPOINTMENTS,**





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4. PPG Sign Off

Report signed off by PPG: YES/NO YES

Date of sign off: 30/03/2015

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

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? **PATIENTS ARE INFORMED BY NOTICE BOARD, WEBSITE & WORD OF MOUTH. PATIENTS ARE INFORMED BY PANEL WHEN IN THE SURGERY**

Has the practice received patient and carer feedback from a variety of sources? **NATIONAL SURVEY/ PATIENT SURVEY AND FRIENDS & FAMILY TEST.**

Was the PPG involved in the agreement of priority areas and the resulting action plan? **YES, WE HELD MEETINGS TO DISCUSS RESULTS OF SURVEYS AND FEEDBACK AND RAISED ISSUES FOR PRIORITY ACTION**

How has the service offered to patients and carers improved as a result of the implementation of the action plan? **IMPROVED ACCESS FOR PATIENTS OVER THE TELEPHONE & IN SURGERY**

Do you have any other comments about the PPG or practice in relation to this area of work? **WE HAVE TRIED TO ENGAGE PATIENTS TO JOIN THE PPG, BUT LITTLE INTEREST OVERALL.**



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Please return this completed report template to the generic email box – [england.ahwat-pc@nhs.net](mailto:england.ahwat-pc@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.

