

Annex D: Standard Reporting Template

Kent and Medway Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **THE MANOR CLINIC**

Practice Code: **G82232**

Signed on behalf of practice:

Date: **25/03/2015**

Signed on behalf of PPG:

Date: **31/03/2015**

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 and electronic and postal											
Number of members of PPG: Approximately six patients attend regular meetings; there are 278 patients who have expressed an interest to have contact regarding the patient group.											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	3659(49%)	3691(50%)	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	121(43%)	157(56%)	Practice	1354 18%	766 10%	908 12%	1007 13%	1144 15%	831 11%	714 9%	629 8%
			PRG	0	23	51	39	54	48	50	13

			8.2%	18.3%	14%	19.4%	17.2%	17.9%	4.6%
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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	4298	27		500	16	13	8	1
PRG	227	1		17				5

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	49	18	3	16	61	30	18			
PRG	3				4		1			2

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:

All patients, when they request to register with the practice are invited to join the patient group. There are forms available to complete in the waiting room. Also there are invitations to join the group on the website, newsletter and patient booklet.

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**

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

All care homes are sent details of the regular meetings of the patient group, and the subsequent minutes either by fax or email. Although at present, no representatives from the care homes attend the patient group meetings.

2. Review of patient feedback

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

Feedback is received now by the NHS England Friends and Family boxes in the waiting room or on line.

How frequently were these reviewed with the PRG?

This facility began in December 2014, the Patient Group Meeting was held in January 2015, where this was discussed and the next meeting is in April where it will be again an agenda item.



3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Telephones – again the telephones are a cause of concern, even though they are with another supplier, there are problems with patients telling the surgery they are being cut off after a constant engaged tone.

What actions were taken to address the priority?

The practice has had numerous discussions with the supplier, which is the NHS (SECSU) regarding the problem, and assurances are given that the service will improve. The practice is now looking at other providers and moving away from this supplier

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

This area is still being addressed and more information will be published when available.

Priority area 2

Description of priority area:

Getting an appointment

What actions were taken to address the priority?

To address this priority, extra Saturday clinics with the GPs were put in place, when it was deemed there was extra demand for appointments. The Prime Minister's Challenge Fund also came in effect in October, which provided appointments for the eight GP practices in Folkestone, Monday to Sunday 8-8 including Bank Holidays.

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

The minutes from the Patient Group Meeting on the 18th January 2015 include feedback regarding the extended appointment service, at the Royal Victoria Hospital (The Prime Minister's Challenge Fund) was favourable.

Priority area 3

Description of priority area:

What actions were taken to address the priority?

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

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):

Unfortunately, as in previous years, the telephones continue to be a problem area. The issues are constantly being addressed, but appear not be resolving. The Practice now is deciding whether or not to move away from the NHS (SECSU) system to a private provider.

The patients so far have reported favourably their experiences with the extended service at The Royal Victoria Hospital, run by Invicta Healthcare after a successful bid for the Prime Ministers Challenge Fund, in accessing appointments, with a GP, especially out of the normal surgery hours.

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **31.03.2015**

How has the practice engaged with the PPG:

The Practice attends the regular meetings of the PPG; information regarding the group is in the practice, either by posters, practice booklet, newsletter or joining forms.

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

Everyone is asked when they register at the surgery if they would like to join the PPG.

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

Either by the Friends and Family test response boxes or website, NHS Choices, or letters or phone calls to the surgery.

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

Yes, the practice is meeting with the phone supplier this week and the patient's views and comments will be given to the supplier.

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

Hopefully the telephone problem will start to be resolved.

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

