

Annex C: Standard Reporting Template

Schedule M

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

Practice Name: The Baldock Surgery, Astonia House

Practice Code: E82099

Signed on behalf of practice: Alan Levy (Practice Manager)

Date: 30 March 2015

Signed on behalf of PPG: Dave Cordy (Chair)

Date: 30 March 2015

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

| | | | | | | | | | | | | |
|---|--------|--------|--|---|--------|-------|-------|-------|--------|--------|--------|---------|
| Does the Practice have a PPG? Yes, a virtual group and we have been holding regular meetings since July 2014. | | | | | | | | | | | | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face meetings with the Chair and Vice-Chair, regular meetings with the group and by email. | | | | | | | | | | | | |
| Number of members of PPG: We have 50 members on our virtual group and at our PPG meeting held on 24/03/15 we had thirteen members attend and eight who sent their apologies. | | | | | | | | | | | | |
| 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 | 49.9 % | 50.1 % | | Practice | 20% | 9% | 11% | 14% | 17% | 12% | 9% | 9% |
| PPG | 42 % | 58 % | | PPG | 0.00 % | 6.00% | 2.00% | 8.00% | 20.00% | 16.00% | 26.00% | 14.00 % |

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 | Please see attached sheets | | | | | | | |
| PPG | White 64% | | | | | | | |

| | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | |
|----------|----------------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|----------------|-------|---------------------------|
| | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Any other |
| Practice | Please see attached sheets | | | | | | | | | |
| PPG | Asian/Asian British 8% | | | | | | | Other Black 4% | | Unknown not disclosed 24% |

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 promote the PPG on the PPG's notice board, on our website, in our newsletters and the PPG Chair has written an article for a local community magazine, the Baldock Mail. Our doctor's and team members also encourage patients to participate.

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, carers

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

We have identified a member of the carer community who is very active in Carers in Hertfordshire to join the PPG.

2. Review of patient feedback

(Component 2 – 30% of payment)

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

NHS choices comments, FFT comments, patient survey 13-14 and PPG meetings

How frequently were these reviewed with the PRG?

At PPG meetings and when meeting with the Chair and Vice-Chair

3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

| Priority area 1 |
|--|
| <p>Description of priority area:</p> <p>67% of people said that they consider parking as a priority Parking signs – will discuss with landlord</p> |
| <p>What actions were taken to address the priority?</p> <p>We consulted with the landlord and with the Patient Participation Group to improve signage and other ideas to reduce peaks in demand.</p> <p>This is challenging as we do not own the building, there is limited space and we share the parking area with the flats above the surgery and with a pharmacy.</p> |
| <p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Signs to be posted, parking areas more clearly demarcated, a permit system to be introduced and disabled parking bays to be created. This will be publicised on the website, on surgery notice boards and in the practice newsletter.</p> <p>We have also created GP and nurse call back sessions, made repeat script requests available on line, the booking of appointments and access to medical records are also available on line which should reduce the need to attend the surgery in person.</p> |

Priority area 2

Description of priority area:

51% of people said it was either not very easy or not at all easy to get through on the phone.

What actions were taken to address the priority?

We improved the management of our phone system by encouraging the use of direct dial numbers that by members of our administration team.

We will also after consultation with our Patient Participation Group decide on restricting when patients should phone for results and general enquiries to ensure that phone calls are spread throughout the day.

We will also continue to improve our service provision through staff training.

All Administration staff plus Reception Staff are answering calls from 08:15 to 08:30 when the appointments lines open.

We have created additional call back sessions to reduce the pressure on the appointments line first thing in the morning, have created a triage system and introduced patient online access to repeat script requests, appointments and medical records.

The website also has links to policies and procedure documents and forms.

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

Patients are now able to get through quicker. We publicised this via the newsletter, on notice boards, via the PPG and on our website.

| Priority area 3 |
|--|
| <p>Description of priority area:</p> <p>46% said that they Online prescriptions were a priority- we will launch asap.</p> |
| <p>What actions were taken to address the priority?</p> <p>We launched the facility during March 2014 and thus far 339 patients have signed up to use it. We published this on the website and our newsletter as well as by displaying notices in the surgery and via the PPG</p> |
| <p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients and carers are now able to order repeat prescriptions on line and request the issuing of other medication via the website. This is published via posters in the surgery, our website and in our newsletter.</p> |

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):

1. We have during 14-15 formalised the virtual PPG with the assistance of the CCG's Public Engagement Officer by adopting a Terms of Reference and a Code of Conduct. Our first meeting was held during July 2014 and the PPG has met four times since. A Chair and Vice-chair was also elected and we will hold our first AGM during July 2015.
2. We have replaced our telephone system.
3. We have introduced new ways of working such as; call-back sessions and a duty doctor triage system.

4. The practice appointed a Practice Manager who is taking the lead in developing the PPG.
5. We have introduced patient online access to repeat scripts requests, appointments and medical records.
6. We have increased the number of days we offer GP extended hour services to most weekdays and some Saturdays.
7. Parking remains an issue as we share the car park with the flats and with the pharmacy. However by closely liaising with the PPG and with the managing agent we are about to introduce measures such as colour coded parking areas, permits, disabled bays, an ambulance bay and extensive signposting.

The PPG identified the following priorities:

1. Parking, see above.
2. Waiting room, furniture and display boards. We have now received quotes for the replacement of furniture and am awaiting the CCG's plans on the provision of LCD display screens as they are looking at alternative suppliers due to concerns about the cost.
3. The PPG requested that nurse appointments be placed on line. However after investigating this we decided that it would not be possible as the nurses' appointments system is very complex as they have their own specialities and specialist clinics and a certain amount of triaging is necessary to make an appropriate appointment. This matter is however under on-going consideration.
4. The PPG also requested online access to appointments and repeat script requests; this has been actioned over the last two years.
5. The PPG made suggestions on how we can improve the message on the repeat script online page which we took on board and we made the necessary changes.
6. We collaborated with the PPG on the drafting and submission of responses to the NHDC's Baldock Development Plan.

Future:

1. We are considering the introduction of themed coffee mornings with the aid of the PPG aimed at various target groups such as; Carers, younger patients and patients with Long Term Conditions.
2. The holding of health promotion events in collaboration with other PPGs in North Herts has also been mooted.
3. The PPG also indicated that they wish to invite certain organisations to do presentations at their meetings, such as HomeFirst, Headway and Carers in Hertfordshire. (HomeFirst made a presentation at their 24 March 2105 meeting)

5. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30 March 2015

Has the report been published on the practice website? YES

Please insert web-link to your report: 31 March 2015

How has the practice engaged with the PPG:

By holding regular meetings with the PPG, via email to members, the surgery newsletter and meeting with the Chair and Vice-chair. The process of formulating the PPG and moving it forward has been very much interactive between the practice and the PPG.

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

By advertising on the website, by promoting itself on the notice board and by placing an article in the Baldock Mail. Further editorial content is being negotiated currently with another widely-distributed local publication 'On Your Doorstep'.

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

Yes via FFT, NHS Website, suggestions, PPG meetings, etc.

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?

As mentioned improved phone access has been supplemented by providing online access to various services. Improved communication with the patients by way of newsletters and the website.

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

This is a positive start to a potentially mutually beneficial partnership. Our PPG is still in its infancy but already the numbers of attendees at the regular meetings is increasing. Our publicity is generating enquiries and feedback, further boosted recently as a result of the article in Baldock Mail.

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.**

Ethnic background as per our clinical system's records as on 10 March 2015

| 12969 List size | | % |
|---|----------------------|--------|
| Unknown | 4095 | 31.58% |
| African – ethnic category 2001 census | 23 | 0.18% |
| Any other group – ethnic category 2001 census | 1 | 0.01% |
| Bangladeshi | 2 | 0.02% |
| Bangladeshi or British Bangladeshi – ethn categ 2001 census | 9 | 0.07% |
| Black African | 2 | 0.02% |
| Black Caribbean | 11 | 0.08% |
| Black Caribbean and White | 10 | 0.08% |
| Black, other, non-mixed origin | 4 | 0.03% |

| | | |
|--|----------------------|--------|
| British or mixed British – ethnic category 2001 census | 1698 | 13.09% |
| Caribbean – ethnic category 2001 census | 20 | 0.15% |
| Chinese | 1 | 0.01% |
| Chinese – ethnic category 2001 census | 22 | 0.17% |
| English – ethnic category 2001 census | 10 | 0.08% |
| Ethnic category – 2001 census | 18 | 0.14% |
| Ethnic category not stated – 2001 census | 12 | 0.09% |

| | | |
|--|------------|-------|
| Ethnic group not given – patient refused | <u>76</u> | 0.59% |
| Ethnic group not recorded | <u>43</u> | 0.33% |
| Ethnic groups (census) | <u>3</u> | 0.02% |
| Ethnic groups (census) NOS | <u>2</u> | 0.02% |
| Ethnicity and other related nationality data | <u>4</u> | 0.03% |
| Indian | <u>16</u> | 0.12% |
| Indian or British Indian – ethnic category 2001 census | <u>141</u> | 1.09% |
| Indian sub–continent (NMO) | <u>1</u> | 0.01% |

| | | |
|---|-----------|-------|
| Irish – ethnic category 2001 census | <u>82</u> | 0.63% |
| Italian – ethnic category 2001 census | <u>1</u> | 0.01% |
| New Zealand ethnic groups | <u>1</u> | 0.01% |
| Oth White European/European unsp/Mixed European 2001 census | <u>1</u> | 0.01% |
| Other – ethnic category 2001 census | <u>5</u> | 0.04% |
| Other Asian background – ethnic category 2001 census | <u>59</u> | 0.45% |

| | | |
|--|-----------|-------|
| Other Asian or Asian unspecified ethnic category 2001 census | <u>2</u> | 0.02% |
| Other Black – Black/White orig | <u>2</u> | 0.02% |
| Other Black background – ethnic category 2001 census | <u>10</u> | 0.08% |
| Other black ethnic group | <u>2</u> | 0.02% |
| Other ethnic group | <u>2</u> | 0.02% |
| Other ethnic NEC (NMO) | <u>1</u> | 0.01% |
| Other ethnic non-mixed (NMO) | <u>2</u> | 0.02% |
| Other ethnic, Asian/White orig | <u>18</u> | 0.14% |

| | | |
|--|------------|-------|
| Other ethnic, Black/White orig | <u>2</u> | 0.02% |
| Other ethnic, mixed origin | <u>7</u> | 0.05% |
| Other ethnic, mixed white orig | <u>4</u> | 0.03% |
| Other European (NMO) | <u>1</u> | 0.01% |
| Other Mixed background – ethnic category 2001 census | <u>24</u> | 0.19% |
| Other republics former Yugoslavia – ethnic categ 2001 census | <u>1</u> | 0.01% |
| Other White background – ethnic category 2001 census | <u>331</u> | 2.55% |

| | | |
|--|-----------|-------|
| Other white British ethnic group | <u>2</u> | 0.02% |
| Other white ethnic group | <u>3</u> | 0.02% |
| Other White or White unspecified ethnic category 2001 census | <u>5</u> | 0.04% |
| Pakistani or British Pakistani – ethnic category 2001 census | <u>2</u> | 0.02% |
| Polish – ethnic category 2001 census | <u>12</u> | 0.09% |
| Portuguese | <u>1</u> | 0.01% |
| RACE: Afro-caribbean | <u>1</u> | 0.01% |
| RACE: Caucasian | <u>2</u> | 0.02% |
| Romanian | <u>1</u> | 0.01% |

| | | |
|---|----------------------|--------|
| Sri Lankan – ethnic category 2001 census | 1 | 0.01% |
| Traveller – ethnic category 2001 census | 2 | 0.02% |
| Vietnamese | 1 | 0.01% |
| White | 334 | 2.58% |
| White and Asian – ethnic category 2001 census | 41 | 0.32% |
| White and Black African – ethnic category 2001 census | 18 | 0.14% |
| White and Black Caribbean – ethnic category 2001 census | 51 | 0.39% |
| White British | 3854 | 29.72% |

| | | |
|---|-------------|--------|
| White British – ethnic category 2001 census | <u>1850</u> | 14.26% |
| White Irish – ethnic category 2001 census | <u>5</u> | 0.04% |
| White Scottish | <u>1</u> | 0.01% |