

# Annex D: Standard Reporting Template

[Name] Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Bilton Medical Centre

Practice Code: B83660

Signed on behalf of practice:

Date:

Signed on behalf of PPG:

Date:

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

| Does the Practice have a PPG?: <b>YES</b>  |              |              |              |              |              |              |             |             |       |  |   |     |       |       |       |       |       |       |      |          |            |              |              |              |             |             |             |             |     |    |      |     |       |       |      |      |      |
|--|--------------|--------------|--------------|--------------|--------------|--------------|-------------|-------------|-------|--|---|-----|-------|-------|-------|-------|-------|-------|------|----------|------------|--------------|--------------|--------------|-------------|-------------|-------------|-------------|-----|----|------|-----|-------|-------|------|------|------|
| Method of engagement with PPG: Face to face <input checked="" type="checkbox"/> , Email <input checked="" type="checkbox"/> , Letters <input type="checkbox"/> , Meetings <input type="checkbox"/> , News Letters <input type="checkbox"/> , Posters <input type="checkbox"/> , Website <input type="checkbox"/> , Telephone <input type="checkbox"/>  |              |              |              |              |              |              |             |             |       |  |   |     |       |       |       |       |       |       |      |          |            |              |              |              |             |             |             |             |     |    |      |     |       |       |      |      |      |
| Number of members of PPG: 180  |              |              |              |              |              |              |             |             |       |  |   |     |       |       |       |       |       |       |      |          |            |              |              |              |             |             |             |             |     |    |      |     |       |       |      |      |      |
| Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;"><b>54.2%</b></td> <td style="text-align: center;"><b>45.8%</b></td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">39.8%</td> <td style="text-align: center;">60.2%</td> </tr> </tbody> </table> | %            | Male         | Female       | Practice     | <b>54.2%</b> | <b>45.8%</b> | PRG         | 39.8%       | 60.2% | Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;17</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;"><b>31%</b></td> <td style="text-align: center;"><b>11.9%</b></td> <td style="text-align: center;"><b>18.9%</b></td> <td style="text-align: center;"><b>16.8%</b></td> <td style="text-align: center;"><b>9.7%</b></td> <td style="text-align: center;"><b>6.8%</b></td> <td style="text-align: center;"><b>2.6%</b></td> <td style="text-align: center;"><b>2.4%</b></td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">2.8%</td> <td style="text-align: center;">12%</td> <td style="text-align: center;">34.3%</td> <td style="text-align: center;">29.6%</td> <td style="text-align: center;">9.3%</td> <td style="text-align: center;">8.3%</td> <td style="text-align: center;">3.7%</td> </tr> </tbody> </table> | % | <17 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | Practice | <b>31%</b> | <b>11.9%</b> | <b>18.9%</b> | <b>16.8%</b> | <b>9.7%</b> | <b>6.8%</b> | <b>2.6%</b> | <b>2.4%</b> | PRG | 0% | 2.8% | 12% | 34.3% | 29.6% | 9.3% | 8.3% | 3.7% |
| %  | Male         | Female       |              |              |              |              |             |             |       |  |   |     |       |       |       |       |       |       |      |          |            |              |              |              |             |             |             |             |     |    |      |     |       |       |      |      |      |
| Practice   | <b>54.2%</b> | <b>45.8%</b> |              |              |              |              |             |             |       |  |   |     |       |       |       |       |       |       |      |          |            |              |              |              |             |             |             |             |     |    |      |     |       |       |      |      |      |
| PRG  | 39.8%        | 60.2%        |              |              |              |              |             |             |       |  |   |     |       |       |       |       |       |       |      |          |            |              |              |              |             |             |             |             |     |    |      |     |       |       |      |      |      |
| %  | <17          | 17-24        | 25-34        | 35-44        | 45-54        | 55-64        | 65-74       | > 75        |       |  |   |     |       |       |       |       |       |       |      |          |            |              |              |              |             |             |             |             |     |    |      |     |       |       |      |      |      |
| Practice   | <b>31%</b>   | <b>11.9%</b> | <b>18.9%</b> | <b>16.8%</b> | <b>9.7%</b>  | <b>6.8%</b>  | <b>2.6%</b> | <b>2.4%</b> |       |  |   |     |       |       |       |       |       |       |      |          |            |              |              |              |             |             |             |             |     |    |      |     |       |       |      |      |      |
| PRG  | 0%           | 2.8%         | 12%          | 34.3%        | 29.6%        | 9.3%         | 8.3%        | 3.7%        |       |  |   |     |       |       |       |       |       |       |      |          |            |              |              |              |             |             |             |             |     |    |      |     |       |       |      |      |      |

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 | <b>1.3% - 73</b> | <b>0.0% - 2</b> | <b>0.0% - 0</b>          | <b>0.6% - 35</b> | 0.1% - 7                      | 0.1% - 3             | 0.3% - 14       | 0.2% - 10       |
| PRG      | 0.1% - 3         | 0.0% - 0        | <b>0.0% - 0</b>          | <b>0.0% - 0</b>  | <b>0.0% - 2</b>               | <b>0.0% - 0</b>      | <b>0.0% - 0</b> | <b>0.0% - 0</b> |

|          | Asian/Asian British |                     |                   |                 |                  | Black/African/Caribbean/Black British |                  |                 | Other           |                   |
|----------|---------------------|---------------------|-------------------|-----------------|------------------|---------------------------------------|------------------|-----------------|-----------------|-------------------|
|          | Indian              | Pakistani           | Bangladeshi       | Chinese         | Other Asian      | African                               | Caribbean        | Other Black     | Arab            | Any other         |
| Practice | <b>1.9% - 103</b>   | <b>57.1% - 3116</b> | <b>3.1% - 170</b> | <b>0.1% - 3</b> | <b>0.3% - 16</b> | <b>0.3% - 17</b>                      | <b>0.4% - 23</b> | <b>0.1% - 5</b> | <b>0.0% - 0</b> | <b>1.9% - 106</b> |
| PRG      | <b>0.0% - 2</b>     | <b>1.3% - 73</b>    | <b>0.1% - 4</b>   | <b>0.0% - 0</b> | <b>0.0% - 0</b>  | <b>0.0% - 0</b>                       | <b>0.0% - 1</b>  | <b>0.0% - 0</b> | <b>0.0% - 0</b> | <b>0.0% - 0</b>   |

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:

**PPG has been publicised online, on the practice web site, through word of mouth and face to face contact, publicised in patient waiting area and reception area. Patients have been targeted/approached in numerous ways to try and establish a PPG representative of all the Practice population.**

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:

**PPG has been publicised online, on the practice web site, through word of mouth and face to face contact, monthly events held in practice with feedback given at each event, publicised in patient waiting area/reception area and through translators to target other minority groups**

## 2. Review of patient feedback

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

Practice news letter

**Information in the practice waiting area, notice boards.**

What you wanted?

What we did?


Practice Website

**Moving forward considering SMS as a feedback mechanism to inform patients of initiatives achieved through collaboration and discussions held with the PRG and successful outcomes.**

How frequently were these reviewed with the PRG?

We have emailed and advertised monthly events and feedback to a virtual PRG on a regular basis.

### 3. Action plan priority areas and implementation

| Priority area 1  |
|--|
| <p>Description of priority area:<br/>More appointments</p>   |
| <p>What actions were taken to address the priority?<br/>More sessions put on for patients throughout the week including a one day a week late opening time ( to be agreed)<br/>Saturday Surgery<br/>More slots released for patients online, to allow booking of appointments</p>  |
| <p>Result of actions and impact on patients and carers (including how publicised):<br/>Less complaints regarding insufficient appointments</p> <p>Publicised in patients waiting area.</p> <div data-bbox="1153 1129 1332 1225" style="text-align: center;"><br/>bilton survey.docx</div> <p>What you Said? And What we did? To improve service for patients<br/>News letter<br/>SystemOnline</p> |



## Priority area 2

### Description of priority area:

Answering Phone Calls or taking too long to answer calls

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

Staff advised to answer phone within 3 rings whenever possible (not always during peak periods)

Additional staff for peak periods

Secondary line installed

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

Patients more satisfied with getting through to the practice although not everyone can be accommodated but vastly improved

Publicised on Website of new improvements

Publicised in patient charter and patients waiting area.

What you Said? And What we did? To improve service for patients

### Priority area 3

Description of priority area:

Staff are rude, argumentative and lack of understanding for patients needs and on occasions not very sympathetic or empathetic

What actions were taken to address the priority?

Customer service training provided and undertaken by all admin staff to improve communication with patients

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

Less complaints regarding staff behaviour, patients more satisfied.  
Publicised on Website, regarding training



## 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):

Monthly events now scheduled

Newsletters updated

Employed a Patient Engagement Lead for one day a week



bilton dates and  
events (2).docx

#### 4. PPG Sign Off

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

Date of sign off:

How has the practice engaged with the PPG:

The PM or the PPG lead would facilitate meeting, take notes and minutes. They would be first point of contact and would be responsible person for the initial approach/communication for patients who might be likely candidates that might consider joining the PPG.

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

A great deal of effort has been placed to try and get this group of people to participate in the PPG.  
Patients in these groups would be asked, during practice visits information

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

FFT other patient questionnaires  
Face to face and practice designed questionnaires

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

The action plan was in agreement with PPG group members, decisions were made to prioritise improvements that were then discussed at the next meeting of any success or failure of results/outcome. These would then be further scrutinised and any complaints in relation to the prioritised tasks discussed with a view for further improvements or any other success stories from neighbouring practices in supporting the practice agenda for the PPG group.

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

Less complaints is the key criteria to the success rate of this practice  
Patients given appointments on the day are generally satisfied with the service and usually leave good feedback

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

This is a small practice, predominantly south Asian and a young practice population. The practice has tried extremely hard to engage patients with seldom results. The elder population either does not understand due to language barriers which the practice has tried to overcome by having translators as an option for those who want to attend.