

# Annex D: Standard Reporting Template

NHS Greater Manchester  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Littleborough Group Practice

Practice Code: P86018

Signed on behalf of practice: Kelly Vines

Date: 01.02.2015

Signed on behalf of PPG: Mr Peter Bamber (Chair)

Date: 24.02.2015

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, Email, Other (please specify) We have a PPG and a virtual PPG in which we keep patients informed via email.											
Number of members of PPG: Face to face 8											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	4164	4362	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG			Practice	1631	704	971	1159	2277	1013	1039	745
			PRG								

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	8511						0	
PRG	2000							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	40									
PRG	0									

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 actively promote our PPG through the Practice Website, and advertise recruitment in the Practice with posters etc...**

**Littleborough has a high population of over 65's, unfortunately the Practice does not have any members under 30 on the group, but we do have a virtual group and newsletters to keep younger members involved.**

**The Practice has held meetings in the evening to try and accommodate those patients who may be in work and unable to attend during the day. Unfortunately this has not increased the numbers.**

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:

There are a large amount of Care/Residential Homes in the surrounding area. We do have contact with patients on a daily basis and they are able to feed back as needed, this can be through carers or other health care professionals.

## 2. Review of patient feedback

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

- The layout of the waiting room had been a concern since the refurbishment.
- Layout of reception, patients were concerned regarding the privacy for both reception and patients
- Where patients aware of the different ways to access appointments
- Our current extended hours were these meeting patients requirements
- To have an open day for the PPG
- Appointments

How frequently were these reviewed with the PRG? The PPG meets every two months, the above concerns were raised on a number of occasions. We also had priorities from last year that we had completed.

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area:

Waiting Room

What actions were taken to address the priority?

The waiting room was changed a number of times. Patients felt intimidated with others walking into the surgery as they were in full view of the front entrance. This was also uncomfortable for reception as patients were in front of reception.

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

The waiting room was moved around to accommodate patients. Unfortunately due to the layout we were restricted but patients are happy with the new layout. This was publicised in the Practice and reception opportunistically asked patients their thoughts. We completed a patient survey and publicised the results on our website and in Practice.

## Priority area 2

### Description of priority area:

Reception Privacy this was difficult to address, due to the layout. However reception do now promote that they can speak to a patient in a private room if required. The Surgery is also looking at purchasing a privacy board to put behind reception so the back office can not be heard when speaking about patients with clinicians or on the telephone.

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

The Patients and staff felt there was an issue with privacy at the reception. Reception do promote that a private room is available if required. The surgery is also looking to purchase a privacy screen to reduce the privacy from back office being heard in reception.

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

- We have a poster promoting this
- It is on our website
- A copy of the recent questionnaire is available on our website.

### Priority area 3

Description of priority area:

The way appointments can be booked/ PPG Open day

What actions were taken to address the priority?

It was apparent that patients were unaware of the different ways an appointment can be booked, causing some patients distress and confusion.

The different ways to book an appointment are on the Practice website, NHS choices and on our patient leaflet. It was apparent that this was not enough and patients were still unaware of the different ways. We therefore had an open day for the PPG which was held during a busy Flu clinic/ Patients were able to complete a questionnaire, speak to PPG members and staff and we were able to answer any questions patients may have.

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

The PPG held an open day, during Flu session those patients who came into surgery were able to speak with the group. This was advertised on the Practice website and in Practice.

## 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):

Last year we looked at the following:

- Telephones – The Practice had a 0844 number, this was changed to a geographical number. This was completed Feb 2014
- Height of Reception – The height of receptions caused a barrier between patient and staff and often smaller patients were not seen. This has now been reduced.
- More clinical Staff – The Practice faced some difficulties recruiting a GP, The Practice therefore employed a Nurse Practitioner to offer a further six sessions per week/
- Appointment times, we looked at the extended hours which has run into early this year, we now offer late evening and early morning.
- Website, we have a new website and we do have access to discuss Littleborough on social media to keep patients updated and promote new services.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

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

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

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

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