

Annex D: Standard Reporting Template

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

Practice Name: Stamford House Surgery

Practice Code: P89609

Signed on behalf of practice:

Date: 20th March 2015

Signed on behalf of PPG:

Date: 24th March 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																																					
Number of members of PPG: 14																																					
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <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>52%</td> <td>48%</td> </tr> <tr> <td>PRG</td> <td>57%</td> <td>43%</td> </tr> </tbody> </table>	%	Male	Female	Practice	52%	48%	PRG	57%	43%	Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</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%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>3%</td> <td>6%</td> <td>21%</td> <td>10%</td> <td>14%</td> <td>20%</td> <td>17%</td> <td>9%</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td></td> <td>7%</td> <td>36%</td> <td>36%</td> <td>21%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	3%	6%	21%	10%	14%	20%	17%	9%	PRG					7%	36%	36%	21%
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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	63%	13%		15%	0.1%	0.3%	0.4%	0.25%
PRG	92%						8%	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	4%	5%	0.75%	0.23%	1.1%	1.2%	0.1%	0.3%		2.7%
PRG	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:

Membership of our PPG is open to all patients of the Practice aged 16 and over. The intention is for the composition of the group to mirror the Practice's demographic. However, as membership is voluntary the mix and size of the group is determined by those who volunteer.

The group will continue to review its make-up and actively seek increased representation from working families and 16-18 year olds.

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? NO

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

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2. Review of patient feedback

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

- Patient complaints and compliments both written and verbal
- Friends and Family Feedback
- Website complaints and compliments including Practice website and NHS Choices
- Questionnaires distributed to patients

How frequently were these reviewed with the PRG? At every meeting – quarterly.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Employment of an Elderly Care Champion</p>
<p>What actions were taken to address the priority?</p> <p>The Practice were invited to bid for money designated for over 75s to improve their quality of life and avoid unnecessary hospital admissions. The PPG were fully involved with initial discussions regarding the best use of this funding. Following various meetings and fact finding, it was decided that an Elderly Care Champion be appointed. The PPG assisted with the job description, person specification and interviews. The Practice gained an award for involving the PPG..</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The Elderly Care Champion was appointed in November 2014 and already has contacted 130 out of 200 patients. Very positive comments are being received. The Elderly Care Champion gives a report to the PPG at every meeting. This has been published on newsletters and noticeboards within the Practice. The practice and PPG presented details of the scheme to the PIQ Committee in February in order that the funding was to continue. This proved to be a successful presentation.</p>

Priority area 2

Description of priority area:

Repeat Prescribing

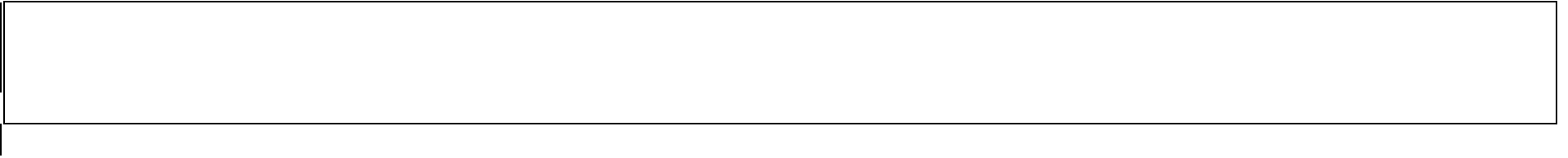
The Practice will look for opportunities to streamline further the Practice repeat prescribing system. The Practice will work with the Patients, Medicines Management Team and local Pharmacies team to review how we work and to look to improve this.

What actions were taken to address the priority?

- The Health Care Assistant reviewed all requests for repeat prescriptions submitted from pharmacies. Each patient was telephoned to ensure that they required the requested medication.
- Any items such as inhalers and sprays which are not necessarily required on a monthly basis were taken off repeat scripts as it was proved.
- A letter was sent on behalf of the PPG to all local pharmacies expressing concern regarding medication being order that is not required.
- An audit of repeat medication was carried out by the HCA and a member of the Medicine's Management team to ensure that pharmacies are contacting patients appropriately and requesting the correct medication.
- When the Elderly Care Champion visits patients, she discusses any medication problems they may have.

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

- Figures have shown a significant decrease in the surgeries prescribing monies.
- Patients repeat medication list has been streamlined to ensure that they only receive requested medication
- The Elderly Care Champion reports back to meetings regarding patients who may have an excess of medication in their home and if appropriate takes this back to the requested pharmacy.
- This has been published on the practice newsletter.



Priority area 3

Description of priority area:

Patient engagement

The Practice will endeavour to raise the profile of the PPG and seek encouragement from a wider representation of patients.

What actions were taken to address the priority?

Notices were put up in the surgery and information on the newsletters. Recruitment Correspondence was sent to local places of worship and the local colleges.

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

Unfortunately these actions have yet to result in any younger members joining the PPG. The Practice will continue to explore other areas including social media outlets such as facebook.

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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):

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:

How has the practice engaged with the PPG: As well as holding quarterly meetings, any relevant information is shared via email with the PPG and comments welcomed if appropriate.

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

The PPG has tried to recruit in local places of worship and at the local colleges in order to gain wider representation. Posters are displayed on notice boards and information in the practice newsletters.

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

The practice encourages patient feedback via email, Practice Website, NHS Choices Website, comments box within the surgery and the Friends and Family Survey.

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

The PPG reviews all patient and carer feedback and decides on actions as a result.

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

Any comment, whether positive or negative is dealt with. As a result of the action plan prescribing figures have decreased and patients now get what medication they need. The Elderly Care Champion is proving to be an excellent appointment. The over 75 patients have welcome her input and assistance.

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

The PPG are already in the process of formulating next year's action plan.

