


Annex D: Standard Reporting Template

Thames Valley Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template


Practice Name: Langford Medical Practice

Practice Code: K84613

Signed on behalf of practice: 

Dr Tom Anderson

Date: 20-3-15

Signed on behalf of PPG: 

Mrs Gaynor Thorpe

Date: 20-3-15

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: 8								
Detail the gender mix of practice population and PPG:								
%	Male	Female						
Practice	4627	4758						
PRG	2	6						
Detail of age mix of practice population and PPG:								
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2453	799	1190	1672	1667	835	481	288
PRG	0	0	0	0	3	4	1	0

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 African	White & black Caribbean	White & Asian	Other mixed
Practice	1126	13	0	400	12	55	32	52
PRG	6	0	0	0	0	0	0	0

	Asian/Asian British				Black/African/Caribbean/Black British			Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	14	3	3	35	79	33	26	18	0	0
PRG	0	0	0	0	0	0	0	0	0	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:

- Notices around the waiting room to invite patients to join the PPG
- Application form on the web-site

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:

2. Review of patient feedback

<p>Outline the sources of feedback that were reviewed during the year:</p> <ul style="list-style-type: none">• Friends and Family test results• CQC inspection discussed at length
<p>How frequently were these reviewed with the PRG?</p> <ul style="list-style-type: none">• Quarterly meetings

3. Action plan priority areas and implementation

Priority area 1	
Description of priority area:	Support Surgery Viability – as an outlier with significant income losses through MPIG reduction support was needed from the PPG
What actions were taken to address the priority?	Effective communication of the challenges and actions taken by the partners and management team to help mitigate the effect of MPIG losses
Result of actions and impact on patients and carers (including how publicised):	Agreed reduction in surgery times (days) at the branch surgery Gain support from the PPG to build a PR strategy (as yet unused)

Priority area 2

Description of priority area:

Improve Access

What actions were taken to address the priority?

Working as part of the federation we put in a bid for the Prime Ministers Challenge Fund (PMCF) for funds to enable the development of a same day assessment unit for Bicester. This will allow the five practices in Bicester to move all same day urgent need under one roof, employ additional clinicians (ECP's, ANP's, Physicians Assistants) and improve access to same day appointments.

In addition, this will free up time in surgery to allow GP's to offer 20min appointments to patients with complex needs.

Benefits:

Better same-day access – reduction of A&E attendances

Better management of long term conditions – reduction in unplanned hospital admissions

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

As at 13 March we are awaiting the outcome of our bid

Priority area 3

Description of priority area:

Improve Patient Experience in Reception

What actions were taken to address the priority?

Investigate and agree training for the reception team

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

Training agreed (across the locality)

Training starts in April. The goal will be to improve the patient experience with better customer service.

Feedback will be taken after the 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):

PPG MISSION:

- To contribute to the continuous improvement of services
- Foster and improve communication between the practice and its patients
- Help patients to take more responsibility for their health
- Provide practical support and help implement change

Recent focus has been on informing the PPG of the impact of the huge potential impact of the reduction in MPIG funding and working with the PPG to find ways in which the surgery can be supported at this time.

Equally, over the past year the surgery has had the following inspections (all of which have taken significant time and resources):

- QOF probity audit
- Training practice inspection
- Two full CQC inspections, both in the new format

4. PPG Sign Off

<p>Report signed off by PPG: YES</p> <p>Date of sign off:</p>	
<p>How has the practice engaged with the PPG:</p> <p>How has the practice made efforts to engage with seldom heard groups in the practice population?</p> <ul style="list-style-type: none">• Notices around the waiting room to invite patients to join the PPG• Application form on the web-site <p>Has the practice received patient and carer feedback from a variety of sources?</p> <ul style="list-style-type: none">• CQC inspection• Friends and family test <p>Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes</p> <p>How has the service offered to patients and carers improved as a result of the implementation of the action plan?</p> <ul style="list-style-type: none">• Feedback suggests that the patients share the worries of the partners and staff regarding the threat of MPIG reductions poses to the viability of the surgery, however, the PPG remains extremely supportive and positive <p>Do you have any other comments about the PPG or practice in relation to this area of work? No</p>	