


Annex C: Standard Reporting Template

Birmingham & Black Country Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Keynell Covert Surgery
33 Keynell Covert, Kings Norton, Birmingham B30 3QT

Practice Code: M85142

Signed on behalf of Practice:  Date: 19/3/2015
(Mr. A. M. Jamel)

Signed on behalf of PPG:  Date: 19/3/15.

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

Does the Practice have a PPG? YES
Method of engagement with PPG: Face to Face , Email , Telephone
Number of members of PPG: 4

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	749	722
PRG	2	2

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	19%	10%	13%	10%	13%	12%	12%	11%
PRG			25%	25%			25%	25%

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	953	39	0	51	1	1	0	226
PRG	3	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	26	22	0	1	9	9				70
PRG	0	1	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:

The PPG has a mixture of genders and ages, and represents the main ethnic group within the practice population. The PPG is advertised in the waiting room via posters and on the Well TV screen. New patients are given an opportunity to join during the registration process. The practice website encourages patients to join and the content is available in various languages.

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

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

Patient Verbal Comments, NHS Choices feedback, Friend and Family Test, GP Survey

How frequently were these reviewed with the PRG?

Quarterly Meetings

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Electronic Prescription Service (EPS) to be implemented.

What actions were taken to address the priority?

The CSU IT (Commissioning Support Unit, Information Technology) was approached and an action plan was worked out with them to complete the project. This included staff training. The EPS is now fully functional.

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

All Patients can now benefit from the EPS Facility and can have their prescription electronically delivered to a pharmacy of their choice. This has been a very convenient option for patients who cannot attend the practice to collect scripts. This development has been publicised via posters, leaflets and the practice website.

Priority area 2

Description of priority area:

Actively run a campaign to identify Carers and offer them greater support.

What actions were taken to address the priority?

The practice staff actively participated in identifying carers and recording this on the practice computer system. This was done by asking patients opportunistically and by encouraging patients to tell the practice if they cared for someone. To help carers gain better support, information posters and leaflets about local services were displayed in the surgery waiting area. A new page was created on the surgery website to signpost people for help.

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

The practice carer's register has now increased. Practice staff and patients including friends and relatives are now more aware of how to support carers and help them feel empowered, and signpost them towards services to help them continue their role. This initiative has been publicised in the waiting room through posters/leaflets and on the practice website.

Priority area 3

Description of priority area:

To ensure that the public pavement outside the surgery was repaired to ensure safe patient access. A few patients had commented that the pavement surface was uneven and had potholes, posing a risk of falls and injury to members of the public and patients.

What actions were taken to address the priority?

The practice manager and PPG chair approached Birmingham City Council. After exchanging correspondence, including with local councillors, and conducting site visits, the City Council, agreed that the pavement outside the surgery was in need of urgent repair.

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

The pavement repair work has been completed and patients can now walk safely on the road. To further benefit the local population repairs have also been carried out outside the nearby health centre. This success has been highlighted in the surgery waiting room via a poster.

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issue raised in the previous year(s):

The PPG was established in 2011. The Group reviews all matters of importance that affect patients and meets periodically to discuss any improvements. The topics range from access to services, local health needs and changes in NHS policy both locally and nationally. Below is a summary of progress made on issues from the previous years.

- The practice now offers the use of online appointment booking, repeat prescription ordering and updating personal details. A significant number of patients have registered for online services and the practice continues to promote these facilities.
- The practice PPG is keen to share good practice and ideas of benefit to the local community. To this effect various events including clinical commissioning events have been promoted to patients. Patients have been given the opportunity to participate in local health surveys and the PPG chair has attended meetings on behalf of the group.
- The Health Care Assistant clinic times were adjusted to start earlier, making it easier for working patients to attend appointments.
- The PPG continues to promote new patients to join the group.
- Privacy in the reception area has been improved with notices in reception asking patients to respect each other's privacy. A radio has been installed for background noise and to make the environment more relaxing for patients.
- Patient education on services has been improved. This has been done by improved, more focused practice notice boards and ensuring leaflets about key services are made available. The practice website has been updated to become more user friendly.

4. PPG Sign off

Report signed off by PPG: YES

Date of Sign off: 19/03/2015

How has the practice engaged with the PPG:

All practice staff are encouraged to attend PPG meetings and give feedback to the whole group.

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

There are posters in place on prominent places in the surgery inviting everyone to engage with the PPG. The staff promote the PPG and how patient input can make a real difference in improving the service. There is a PPG section on the new patient registration form for encouraging people to sign up. The practice website is available in different languages helping various ethnic groups understand what the PPG is about and the opportunity to join.

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

Yes, from the GP Survey, Friend and Family Test, NHS Choices, Verbal Feedback to staff and via PPG Members.

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?

All three agreed action plans are now complete.

- Patients really appreciate the EPS service as it saves time and is a secure method for obtaining their prescription.
- The practice is more aware of the needs of carers and can signpost towards help, benefiting both patients and their carers.
- The public pavement outside the surgery is now repaired and safer for patients.

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

We really thank the PPG Members for their feedback, time and efforts to agree priority areas and then help in completing the action plans. We plan to continue to promote the PPG and gain feedback about how to improve our services.