Annex D: Standard Reporting Template

NHS Greater Manchester

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Dr C Hallikeri & Partners, Little Lever Health Centre**

Practice Code: **P82020**

Signed on behalf of practice: **Savita Hallikeri -**  Date: **23.03.2015**

Signed on behalf of PPG: **SC**  Date: **23.03.2015**

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

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| Does the Practice have a PPG? **YES** | |
| Method of engagement with PPG: **Face to face** | |
| Number of members of PPG: **13** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 52.3% | 47.9% | | PRG | 6 | 7 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 21% | 12% | 13% | 14% | 17% | 10% | 10% | 6% | | PRG | 0 | 0 | 1 | 0 | 4 | 6 | 1 | 1 | |
| 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 |  |  |  |  |  |  |  |  | | PRG | 11 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice |  |  |  |  |  |  |  |  |  |  | | PRG | 2 |  |  |  |  |  |  |  |  |  | | |
| 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:  **Our current patient population consists of 52% ethnic minority patients, 44% white and 4% other. To involve more ethnic minority and younger patient population representation in PPG we put up posters and leaflets in our waiting room, but unfortunately like last year we could not attract any new members, as our ethnic minority patients live a distance away from the practice and younger patients did not come forward to join because of their busy work and study schedule. Therefore we continued with our established group.** | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **In response to our recent patient survey/suggestion box: -**   1. **We changed our telephone system to hunt group so patients have more of a chance in speaking to receptionists, rather than the phones not being answered.** 2. **Same day booking for under 12 year old children.** 3. **Prescription ordering process changed to avoid queues in reception at a busy time period.** 4. **Full fledge phlebotomy service offered to patients.** |
| How frequently were these reviewed with the PRG?  **Patient survey was completed twice a year** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Getting to see the GP at the time convenient to the patient / urgently |
| What actions were taken to address the priority?   * Early opening times on two days * Increase in appointment availability * Every sessions has 2 emergency appointments available to book on the day * Doctors/nurses appointments can be booked 8 weeks in advance. * Working patients and student population can book appointments between 8-9am. |
| Result of actions and impact on patients and carers (including how publicised):  New opening hours from April 2015  Monday – 8am – 6.30pm  Tuesday – 8am – 8.30pm  Wednesday – 8am – 6.30pm  Thursday – 8am – 6.30pm  Friday – 8am – 6.30pm |

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| Priority area 2 |
| Description of priority area:  Waiting time for GP’s |
| What actions were taken to address the priority?  Waiting time to see the GP has drastically improved compared to previous analysis. PRG and practice decided to educate patients on the waiting times, therefore actions were taken and advertised. |
| Result of actions and impact on patients and carers (including how publicised):  The PRG group has decided to put a polite notice on every clinician’s door as well as in the waiting area. I have attached the notice which we have publicised. |

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| Priority area 3 |
| Description of priority area:  Alternative way of booking |
| What actions were taken to address the priority?  To provide online access to book appointments as and when convenient for the patient and they do not need to ring the practice and wait to be given an appointment when the reception is busy. |
| Result of actions and impact on patients and carers (including how publicised):  We advertised in the waiting area about the patient online access for booking appointments and signing up to the new service. |

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):

* Reduction in waiting time to see the GP
* Getting through to the practice via telephone has improved
* Late evening access for those who work
* Urgent appointment on the same day
* Car park availability to patients and disabled patients.

1. PPG Sign Off

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| Report signed off by PPG: **YES**  Date of sign off: 23.03.2015 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population? **The PPG and the practice devised a questionnaire considering our ongoing patients needs and verbal demands, which was expressed to GP’s and Staff. The aim of this survey is to collate patients’ views on the services we provide and how we can improve to come up to their expectations.**  Has the practice received patient and carer feedback from a variety of sources? **The survey was carried out by the practice staff over a 3 week period and every patient was asked to complete a survey. Our target was to complete 300 questionnaires.**  Was the PPG involved in the agreement of priority areas and the resulting action plan? **Yes, the survey was analysed by the PPG and the practice. An overview of the local practice survey is attached. We held a meeting on the 11th march with the PPG to decide on an action plan to improve the practice on the basis of survey results.**  How has the service offered to patients and carers improved as a result of the implementation of the action plan? **All the PPG members, partners and managers were happy to note the significant improvement in survey results compared to the previous year’s results. Especially the GP’s waiting time, which has reduced drastically. Another plus point is, patients are far satisfied with getting through to the practice on the phone, last years percentage 69% and this years percentage 74%.**  Do you have any other comments about the PPG or practice in relation to this area of work? **Our highlight of the survey is that 96% of the patients want to recommend our services to their friends and family.**  **97% of patients say that the receptionists are helpful**  **99% have confidence in the GP**  **88% very satisfied with the opening hours.** |

Dr C Hallikeri & Partners

**Patient Survey Results**

**Total Number of Surveys completed** - 268

**Q1. How do you normally book your appointment?**

In person – **22%**

By phone – **98%**

Online – **1%**

**Q2. How helpful do you find the receptionists at the surgery?**

Yes – **98%**

No – **2%**

**Q3. From January 2015 we introduced early morning 8 o’clock appointments on Monday’s and Wednesday’s. Do you think this has made it easier to book an appointment at the time that suits you?**

Yes – **73%**

No – **6%**

**Q4. Are you aware that our surgery is open on a Tuesday from 6.30pm – 8.30pm for working group patients?**

Yes – **68%**

No – **32%**

**Q5. How satisfied are you with the opening hours of the practice?**

Very satisfied – **88%**

Fairly satisfied – **32%**

Fairly dissatisfied – **6%**

Very dissatisfied – **1%**

**Q6. Last time you saw a Doctor; did you have confidence in him/her?**

Yes – **99%**

No – **1%**

**Q7. Last time you saw a Nurse; did you have confidence in him/her?**

Yes – **93%**

No – **7%**

**Q8**. **Last time you saw a Doctor/ Nurse; did she/he explain your results and/or treatment to you?**

Yes – **98%**

No – **2%**

**Q9. Last time you wanted to see or speak to the GP urgently, were you able to see a doctor on the same day or in the next 2 working days?**

Yes – **89%**

No – **3%**

Can’t remember – **8%**

**Q10. Which of the following are the areas where improvement could be made? (Pick 5 only)**

Access to see a GP at the time convenient to you – **83%**

Access to see a nurse at the time convenient to you – **22%**

Getting to see a GP urgently – **44%**

Opening hours in the week – **34%**

Opening hours at the weekend – **7%**

Access to screening programmes – **1%**

Earlier opening times in the week – **5%**

Alternative ways to book an appointment – **13%**

Access to interpretation and translation services – **0%**

Access to more diagnostic tests at your practice – **14%**

Getting through on the phone to book an appointment – **7%**

**Q11. Would you recommend this service to your friends/colleagues/relatives?**

Yes – **96%**

No – **4%**

**Other Comments**

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| * Longer waiting times * Quicker appointments * Happy with new staff * EPS prescription problem * Vending Machine required in the waiting area * Refining email acknowledgment |

**The GP Patient Survey of 268 patients**

**Q1. How do you normally book your appointments?**

**Q2. How helpful do you find the receptionists at the surgery?**

**Q3. From January 2015 we introduced early morning 8 o’clock appointments in Monday’s and Wednesday’s. Do you think this has made it easier to book an appointment at the time that suits you?**

**Q4. Are you aware that our surgery is open on a Tuesday from 6.30pm – 8.30pm for working group patients?**

**Q5. How satisfied are you with the opening hours of the practice?**

**Q6. Last time you saw a Doctor; did you have confidence in him/her?**

**Q7. Last time you saw a Nurse; did you have confidence in him/her?**

**Q8. Last time you saw a Doctor/Nurse; did he/she explain your results and/or**

**treatment to you?**

**Q9. Last time you wanted to see or speak to the GP urgently, were you able to see a doctor on the same day or in the next 2 working days?**

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