

Annex C: Standard Reporting Template

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

Practice Name: East Tilbury & Corringham Medical Centre

Practice Code: F 81691

Practice website address: www.etcmc.co.uk

Signed on behalf of practice: Dr Soumyo. Gorai (Practice GP)



Date: 11th March 2015

Signed on behalf of PPG: Anthony Davis (PPG chairperson)



Date: 11th 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, Other (please specify) <i>face to face at monthly meetings, direct contact during surgery times & email.</i>
Number of members of PPG: 36

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1906	2090
PRG	10	26

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	866	450	625	541	549	475	265	153
PRG				3	2	5	18	8

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	2534	3	19	39	6	1	3	2
PRG	36	-	-	-	-	-	-	-

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	15	11	9	2	-	49	9	-	-	-
PRG	-	-	-	-	-	-	-	-	-	-

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 is well aware of the make up of the practice population in terms of gender, age and ethnic background and it strives to mirror this in its make up of the PPG.

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:

By holding a 'drop in' day on Saturday 19th July 2014 between 10am & 3pm, we positioned ourselves outside the front door of the surgery to speak to local people passing by particularly those we thought were from specific groups. Also through our quarterly newsletter made available at both surgeries, local pharmacies, libraries and other local shops, we made it known that we wanted patients from all groups to join us.

2. Review of patient feedback

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

*PATIENT QUESTIONNAIRE,
DIRECT PATIENT ENGAGEMENT DURING FLU CLINIC,
PASSIVE ENGAGEMENT DURING NORMAL SURGERY HOURS,
FEEDBACK FROM REGULAR MONTHLY PPG MEETING
FEEDBACK FROM PATIENTS VIA EMAIL*

How frequently were these reviewed with the PRG?

ON AVERAGE EVERY 2 MONTHS ALTHOUGH IT IS PLANNED TO REVIEW FOLLOWING EACH MONTHLY PPG MEETING.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>AVAILABILITY OF APPOINTMENTS – RESULT 70.2% SATISFIED</p>
<p>What actions were taken to address the priority?</p> <p><i>GP triaging, increased availability of appointments. Currently trialling 7.30am surgery start and more appointments after 6.30pm.</i></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><i>More access to commuters and more effective consultations with patients who are unable to come into the surgery.</i></p>

Priority area 2

Description of priority area:

ABILITY TO OBTAIN PRESCRIPTIONS – RESULT 81.8% SATISFIED

What actions were taken to address the priority?

More patients are now on 6/12 prescriptions and so there is a possible reduction in administration. The belief is that the system will function with increased efficiency and as intended.

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

Obtaining prescriptions has become more streamlined and less time consuming because the patients do not have to come every month into the surgery. Instead they go directly to the pharmacy and maybe combine collecting their prescription with their weekly shopping.

Priority area 3

Description of priority area:

RECOMMENDATIONS TO FRIENDS & FAMILY – RESULT 82.4% SATISFIED

What actions were taken to address the priority?

The surgery is now ranked 9th out of 200.

(Ref; call received from NHS England w/c 2nd March 2015).

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

NHS England will publicise.

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):

The PPG have now been in existence for just over our first full year having consistently held an advertised monthly agended members meeting since January 2014. They are now a more consolidated group and have raised their membership to 36 including members who attend regularly and those who attend infrequently. They also communicate with some by email as a 'virtual' group.

The PPG, reception and clinical staff are always looking to encourage patients, especially those from under represented groups ie ethnic, disabled and mental health patients, to join the PPG and have their views heard.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 11th March 2015

How has the practice engaged with the PPG:

1. How has the practice made efforts to engage with seldom heard groups in the practice population?
2. Has the practice received patient and carer feedback from a variety of sources?
3. Was the PPG involved in the agreement of priority areas and the resulting action plan?
4. How has the service offered to patients and carers improved as a result of the implementation of the action plan?
5. Do you have any other comments about the PPG or practice in relation to this area of work?

- 1. Practice representation at monthly meetings when possible dependent upon surgery hours. Direct approaches to those from under represented groups.*
- 2. PPG survey, Friends & Family survey, NHS England survey.*
- 3. The PPG was involved in setting the Patient questionnaire in October 2014 and the Practice and PPG are using the results as a template for action.*
- 4. All patients are able to have contact with the doctor when they need to within comparatively short and reasonable time scales.*
- 5. The PPG is enthusiastic and committed to achieving a 'patient voice'. The practice including receptionists and clinical staff work well together in line with a common purpose, that of 'putting the patient first'.*