

Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: THE LIMES MEDICAL CENTRE

Practice Code: C82055

Signed on behalf of practice:  Mr David Concar (PM) Date: March 2015

Signed on behalf of PPG:  Mr Richard Lynch (PPG Chair) Date: March 2015

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

Does the Practice have a PPG? Yes, we have had an established group for a number of years now											
Method of engagement with PPG: Face to face meetings, e-mails, letter correspondence and occasional telephone conversations.											
Number of members of PPG: 18 currently, with 30 patients on waiting list/shown interest in joining. These patients have been written to and invited to come to meetings to observe but the group were also keen not to go over the agreed group size as per constitution.											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	49.5%	50.5%	Practice	19%	9%	11%	13%	16%	13%	11%	8%
PPG	33.3%	66.6%	PPG	0%	0%	0%	0%	11%	28%	50%	11%

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	32%	0.6%	0%	0.8%	0.9%	0.4%	0.2%	0.1%
PPG	72%	6%	0%	0%	6%	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	0.3%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0%	64%
PPG	0%	0%	0%	0%	0%	0%	0%	0%	0%	22%

The group have contemplated using other means of attracting a younger representation of the Practice population via a facebook page or a virtual PPG which may increase this interaction. This will be further discussed at future meetings.

There are no specific characteristics of our practice population which means these 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.

2. Review of patient feedback

The group have had their own suggestion box for patient feedback and the Practice have been involved with the Friends and family questionnaire which monthly results will be reported back to the group. As a result of the PPG Survey in 2014/15, an action plan was created which has been readdressed and followed up at subsequent meetings.

There is also opportunity to feedback via both the Limes website and PPG website:

<https://www.limesmedicalcentre.co.uk/feedback.html>

<http://www.thelimesppg.org.uk/>

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Online booking of appointments and online services - 70% of patients surveyed 2013/14 survey advised that they would like to see this introduced at The Limes.
What actions were taken to address the priority? The Practice agreed that this would help the Practice and patients by reducing access issues, freeing up both the frontline receptionist and telephone lines. It was agreed that 1 appointment per GP session would be made available online, and further appointments types were added also such as certain Nurse slots and in-house Physio appointments. Further promotion of online prescribing benefits highlighted to patients and continual promotion of online services required.
Result of actions and impact on patients and carers (including how publicised): This has been highly successful with lots of patients now registering for online services to take advantage of this easy to use service. The Practice will look into whether further appointments can be placed on the system. Practice leaflets, posters and reception pushing this new feature have taken place. With the introduction of EPS also, patients and Practice benefit from a simplistic and speedier service.

Priority area 2

Description of priority area: Confidentiality at Reception

What actions were taken to address the priority? Patients advised that confidentiality was becoming more and more an issue at reception. This was in part due to the design of the building and reception area, and with the increasing need to ask certain questions to triage the patient to the relevant clinician since the Urgent Care introduction. Posters would be placed at reception advising that they could discuss in confidence if need be. Redevelopment of Reception was also discussed in regard to opening up reception and making more space. Architects have since been in and will be drawing up plans.

Result of actions and impact on patients and carers (including how publicised): Still ongoing, reception advised to ask if patient wants to discuss in confidence.

Priority area 3

Description of priority area: **Communication/Promoting Urgent Care**

What actions were taken to address the priority? The Practice now has 4 Nurse Prescribers running an Urgent care clinic for certain on the day conditions and minor injuries. This then frees up the GP to provide continuity for patients with ongoing problems. A large notice board was purchased to advise patients how this worked, information was put onto the Practice website which was also promoted heavily. A quarterly newsletter was also created to update patients on urgent care and other relevant topics and updates for patients.

Added to this is that the PPG are now working on useful video clips which will be incorporated onto the website advising patients how to:

- Use the self-check in
- How the Urgent care service works
- Register for online services
- How to use online services

The group and Practice are hopeful that this can be made available from 1st April onwards.

Result of actions and impact on patients and carers (including how publicised): Patients will have more of an understanding of how and when to use Urgent Care, our musculoskeletal Practitioners and our GPs. Better use of their time helps the Practice have more availability of appointments and reduces the need for patients being redirected.

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):

Queue at reception – Additional check in screen purchased, PPG members have helped show patients how to use

Identification of individuals – As per PPG request and also to meet CQC requirements, name badges purchased for Reception and Nursing staff

Call system in waiting room – Speakerphone replaced with Jayex board. Clearer for patients and also used as an information board

Signage – New signage added throughout building to make clearer for patients which room to use

Car park – lines painted and emergency vehicle/disabled bays clearly marked for better parking

0845 number – changed from PCT required 0845 to local 0116 and made sure relevant diverts still in place.

Websites – PPG introduced and Practice own website given suggested changes and modifications

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: March 2015

Has the report been published on the practice website? YES