

Annex D: Standard Reporting Template

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

Practice Name: Morland House Surgery London Road Wheatley OX33 1YJ

Practice Code: K84014

Signed on behalf of practice: Barbara Noakes Practice Manager

Signed on behalf of PPG: Approval sought by email.

Date: 16 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): We have a virtual PPG so the primary method is via Email but members of the group also make contact by phone or in person.																																					
Number of members of PPG:																																					
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 50%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">5246</td> <td style="text-align: center;">5262</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">8</td> <td style="text-align: center;">15</td> </tr> </tbody> </table>	%	Male	Female	Practice	5246	5262	PRG	8	15	Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><19</th> <th style="width: 10%;">20-29</th> <th style="width: 10%;">30-39</th> <th style="width: 10%;">40-49</th> <th style="width: 10%;">50-59</th> <th style="width: 10%;">60-69</th> <th style="width: 10%;">70-79</th> <th style="width: 10%;">> 80</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">2198</td> <td style="text-align: center;">1277</td> <td style="text-align: center;">1274</td> <td style="text-align: center;">1621</td> <td style="text-align: center;">1552</td> <td style="text-align: center;">1249</td> <td style="text-align: center;">868</td> <td style="text-align: center;">467</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> <td style="text-align: center;">3</td> <td style="text-align: center;">6</td> <td style="text-align: center;">694</td> <td style="text-align: center;">6</td> <td style="text-align: center;">3</td> </tr> </tbody> </table>	%	<19	20-29	30-39	40-49	50-59	60-69	70-79	> 80	Practice	2198	1277	1274	1621	1552	1249	868	467	PRG	0	0	1	3	6	694	6	3
%	Male	Female																																			
Practice	5246	5262																																			
PRG	8	15																																			
%	<19	20-29	30-39	40-49	50-59	60-69	70-79	> 80																													
Practice	2198	1277	1274	1621	1552	1249	868	467																													
PRG	0	0	1	3	6	694	6	3																													

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	6320	83	Not recorded	493	23	23	32	51
PRG	21	0	0	0	1	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	80	28	31	45	23	56	15	20	0	56
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:

We regularly advertise on our noticeboards, newsletters and on our website for new members of our patient participation group. Our doctors and nurses will also encourage patients to join.

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/NO
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 survey, CQC report , Friends and Family test results

How frequently were these reviewed with the PRG?

On receipt

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Waiting Room Improvements

What actions were taken to address the priority?

New seating was purchased

Notice Boards were updated to include more information on out of hours and other services available.

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

More comfortable seating area

Information provided in newsletters and website.

Priority area 2

Description of priority area:

Access and Opening Hours

What actions were taken to address the priority?

The surgery is open Mon – Fri from 8.00am – 6.30pm and we offer extended hours from 7.30am on Thursday mornings and on Saturday mornings. Our Saturday morning service includes 2 pre bookable appointments and a drop in service. All patients who arrive before 10.30am will be seen by a doctor or nurse on duty.

On weekdays we offer a duty doctor system which allows for all patients with an urgent need to be seen by a doctor to have an appointment or receive a call back offering advice if required.

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

Our extended hours service as it is arranged is very popular with patients – On Saturdays patients can drop in to the surgery before 10.30 am and know that they will be seen.

The opening times are advertised in the surgery, on our website and also in the local parish magazines

Priority area 3

Description of priority area:

Refurbishment of Clinical rooms

What actions were taken to address the priority?

In the last year we have updated and improved 2 of our clinical rooms. This has included new flooring, furniture and equipment.

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

The refurbishment of the rooms has meant that they can be used more efficiently and enable more access to phlebotomy and ECG services.

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):

Patient satisfaction scores for Morland House surgery are high in all surveys undertaken. In the national GP Patient survey for 2014 Morland House was ranked 158th out of the 7929 surgeries in England and is therefore in the top 2% of surgeries. We are constantly striving to offer the best possible service to patients.

Issues raised in previous years have been resolved wherever this has been possible. In some cases (e.g. requests to use our in house Dispensary are subject to national rules and regulations and it is not possible to agree to these).

Upgrading of the buildings, its facilities and the services provided by the surgery are ongoing areas for improvement.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 16 March 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?

We regularly advertise on our noticeboards, newsletters and on our website for new members of our patient participation group. Our doctors and nurses will also encourage patients from the seldom heard groups to join.

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

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? Better facilities and communication with patients.

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

We are keen for patients to give us feedback and offer suggestions for improvements. We regularly promote the patient participation group and are keen to increase the number of patients involved.

