Annex D: Standard Reporting Template

NHS Greater Manchester

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Levenshulme Medical Practice

Practice Code: P84016

Signed on behalf of practice: Date: 20.3.2015

Signed on behalf of PPG: Date: 20.3.2015

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

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| Does the Practice have a PPG? YES / NO YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face, email, Seasonal Bulletin, Telephone. | |
| Number of members of PPG: 38 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 19 | 19 | | PRG |  |  | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1 |  | 1 | 6 | 8 | 6 | 11 | 5 | | PRG |  |  |  |  |  |  |  |  | |
| 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 | 20 | 6 |  |  | 1 |  |  | 4 | | PRG |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 1 | 2 | 1 |  | 1 | 1 |  |  |  | 1 | | 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:  **We constantly advertise for new patients and application forms are on the front reception and we did have a notice at the local library & mosque. We also have a section on the website for people to join if the wish or pass comments.** | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Problems with surrounding roads, ventilation, access, patients TV in waiting room, Electronic Prescribing. |
| How frequently were these reviewed with the PRG? - Quartlery |

1. Action plan priority areas and implementation

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| **Priority area 1** |
| Description of priority area: Parking: it was suggested by members of the group that the parking arrangements and safety/access  at the health centre is not satisfactory. |
| What actions were taken to address the priority? HW has opened an account for the practice with Manchester City Council and has reported the area as unsafe and inconvenient to patients and also inaccessible for emergency vehicles on certain days of the week. |
| Result of actions and impact on patients and carers (including how publicised): HW will publicise any actions the council take via our bulletin or by a poster at reception to keep all the patients in the loop regarding any progress in this area. |

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| **Priority area 2** |
| Description of priority area: Poor ventilation in the waiting area. This makes visits to the surgery very uncomfortable for patients and numerous complaints arise when the leg ulcer clinic is on due to the fact we have no windows to open or air conditioning. |
| What actions were taken to address the priority? HW has addressed the problem with NHS property Co and is awaiting a reply. |
| Result of actions and impact on patients and carers (including how publicised): HW will publicise any actions the council take via our bulletin or by a poster at reception to keep all the patients in the loop regarding any progress in this area. |

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| **Priority area 3** |
| Description of priority area: Access and problems with access to HCA room |
| What actions were taken to address the priority? The practice has put forward a bid to NHS England to increase the area of the practice in the health centre, this will enable the HCA to have a room fit for purpose and also to increase the number of GP’s to increase patient access. We await the decision from NHS England and hope for good news as we are at full capacity at present. The members of the group were consulted and I have many emails offering their support. |
| Result of actions and impact on patients and carers (including how publicised): HW will publicise any actions the council take via our bulletin or by a poster at reception to keep all the patients in the loop regarding any progress in this area. |

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):

Waiting room furniture has been renewed and flooring.

Additional partner taken on by the practice to improve access for the growing list size.

2GP’s have completed the basic trainer’s course to enable the practice to become a training practice to develop future GP’s. The junior doctors work to increase access and enhance the patient experience.

This is the second year we have contacted the council but it is felt the issue is an important one to try and complete.

1. PPG Sign Off

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| Report signed off by PPG: YES/NO - YES  Date of sign off: 20.3.2015 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population? - YES  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? - ONGOING  Do you have any other comments about the PPG or practice in relation to this area of work? - Hopefully with the backing of my PPG we will be successful in all areas. |