

# Annex D: Standard Reporting Template

NHS England | Birmingham Solihull and Black Country Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Handsworth Medical Practice

Practice Code: M85082

Signed on behalf of practice: Jayshree Sharma

Date: 5/3/15

Print Name: JAYSHREE SHARMA (PRACTICE MANAGER)

Signed on behalf of PPG: : M.S. Malhi

Date: 5/3/15

Print Name: M.S. MALHI

Signed on behalf of PPG: : M.S. Malhi

Date: 5/3/15

Print Name: M.S. MALHI

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Signed on behalf of practice: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signed on behalf of PPG: : Pearl Smaluy

Date: 5/3/15

Print Name: PEARL SWABY

Signed on behalf of PPG: DARSHAN KAUD

Date: 5/3/15

Print Name: DARSHAN KAUR

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Signed on behalf of practice: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signed on behalf of PPG: *Jarveet Sach*

Date: 05/03/2015

Print Name: SARVE JEET SACH

Signed on behalf of PPG: *Jarveet Sach*

Date: 05/03/2015

Print Name: SARVE JEET SACH

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Signed on behalf of practice: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signed on behalf of PPG: : *D Charles*

Date: \_\_\_\_\_

Print Name: DIANE CHARLES

Signed on behalf of PPG: : *D Charles*

Date: 31st March 2015

Print Name: DIANE CHARLES

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*NHS England | Birmingham Solihull and Black Country Area Team*  
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Practice Name: Handsworth Medical Practice

Practice Code: M85082

Signed on behalf of practice: BBates

Date: 5 3 15

Print Name: BARBARA BATES

Signed on behalf of PPG: : BBates

Date: 5 3 15

Print Name: BARBARA BATES

Signed on behalf of PPG: : BBates

Date: 5 3 15

Print Name: BARBAR BATE

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Signed on behalf of practice: Handsworth Medical Practice

Date: 5-3-2015

Print Name: \_\_\_\_\_

Signed on behalf of PPG: : \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: Dorees Clarke

Signed on behalf of PPG: : \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: Dorees Clarke

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2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Handsworth Medical Practice

Practice Code: M85082

Signed on behalf of practice: HANDSWORTH MED PRACTICE

Date: 5/3/2015

Print Name: S ELYN CLARKE

Signed on behalf of PPG: : S. Clarke

Date: 5/3/2015

Print Name: S ELYN CLARKE

Signed on behalf of PPG: : S. Clarke

Date: 5/3/2015

Print Name: S. CLARKE

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) Face to Face meetings arranged																																																							
Number of members of PPG: 19																																																							
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:																																																		
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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:

As in previous year the PPG has expressed continued support with trying to encourage more patients to attend the PPG meetings. The practice currently invites patients to join the PPG by using a combination of messages on the right hand side of prescriptions, messages on our Well TV Screens, posters in the waiting areas, new patients joining are asked if they are interested in joining the PPG, and our internet site and with our own in-house surveys.

Members of the PPG have also supported our endeavours and spent time at the surgery campaigning for new members and collecting views from patients.

The Practice is keen to encourage patients with learning disabilities to join our group, or someone to represent them such as their carers. We have achieved in attracting one representative carer to the PPG. The practice has continued to promote the PPG for additional members. The practice conducted surveys for parents attending child immunisation clinics to obtain their views regarding attending the PPG or holding a separate meeting. Although patients were interested they intimated that looking after dependents did not permit them the time to attend meetings. However they indicated they were aware of how to bring any issues they wanted to raise with the practice by speaking to the staff when they attend appointments.

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:

2. Review of patient feedback

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

GP Patient Survey

Patient Complaints received by the practice

Patient's comments from the Suggestion box

Patient Survey conducted in-house

NHS Choices comments left

Practice Website and survey completed

How frequently were these reviewed with the PRG?

12 June 2014

18 December 2014

5 March 2015

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

Promotional Events of patient education – the Health Exchange health worker Chitra Shah has at our behest held several promotional events in the waiting areas highlighting the importance of healthy lifestyle, healthy eating and exercise. On the dates that these promotional events held 10 patients were assessed of which 4 were interested in further consultations with her.

We made an in-house video on diabetes control – namely HBA1c and its normal levels and importance of reaching the target levels set. This is in Punjabi and English. This video is shown to patients regularly at the behest of Dr Sharma.

Vitamin D - since the launch last year Vitamin D regimens the practice has actively encouraged the uptake of this treatment with high dosage Hux. Patients presenting with aches and pains are offered explanation, leaflets and treatment where indicated. This can be seen in the surge of number of patients being treated at the practice for likely vitamin D deficiency.

##### What actions were taken to address the priority?

Health Exchange was contacted and agreement reached to carry out manned displays in the waiting room in the mornings so the practice can promote the topics.

Diabetes video shown to patients.

Vitamin D treatment poster on the notice board and on Well TV.

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

The results from the health exchange were positive. 40 patients showed an initial interest of which 12 people consulted the health exchange worker in more detail and of that number 4 asked for further consultations with health exchange.

Vitamin D can be seen by increase in prescribing .

Diabetes video was shown to patients and hoping this will improve outcomes.

## Priority area 2

### Description of priority area:

Practice has looked in a telephone queuing system. The PPG suggested introducing a queuing system to permit patients being informed that they were in a queue and how quickly they would be answered.

Telephone system was included in the previous year; the action for this to be upgraded to call queuing was not possible. The practice explored a replacement system. The cost implication for a new telephone system. The existing system did not allow any functionality for queue calling.

### What actions were taken to address the priority?

The practice contacted the existing supplier BT who informed us that the existing system was too old for any kind of upgrade or the cost of any enhancements would be too costly for them to support as this system no longer being supported. BT offered new total replacement systems that would provide a queuing system. The practice also contacted the CSU IT services for support and advice about the options available. Recommended suppliers quoted the practice at even a higher level with considerable higher maintenance costs.

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

The practice was restricted to move the existing line with the tie up with BT and it therefore decided to upgrade the existing system so that we could purchase an additional enhancement to enable call queuing. This has now been done.

The practice participated in the Quality Engagement with our CCG and part of the access survey reviewed has supported the

receptionist to improve reducing the length of time spent on each call from patients. The new system allows the practice to transfer calls to other extensions and lengthier calls can be picked up by other reception staff on a different handset leading to more prompt answering of calls. These facilities were not available previously.

### Priority area 3

Description of priority area:

Review of waiting times.

What actions were taken to address the priority?

We analysed the responses of the patient surveys. On the one hand we are accommodating patients who demand to be seen that surgery without an appointment and this can work at our practice with patients who walk in at being asked to wait and the doctor seeing them as gaps arising that are kept free and those slots where patients fail to attend. This may mean a short or long wait and this is where the figures in the survey are distorted – the patients with appointments being seen within 15 minutes of their appointment time generally. The GP Patient survey shows patient experiences at 49% were seen within 15 minutes of their appointment time. Our current survey shows this at 62%. PPG felt that it was not unreasonable for patients to be seen within the 15 minutes of their appointments times.

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

The practice has tried to remind patients to arrive on time for their appointments. Clinicians are also advised to keep one appointment for one problem.

The practice has separated the waiting areas of patients with appointment and those without. Patients with appointments are now asked to wait in the inner waiting area and those without appointments wait in the main waiting room and these patients are asked to move to the inner waiting area only when the clinician is able to accommodate them. It is to be noted that 4% of our patients attend on a weekly basis reflecting the high needs of this highly deprived inner city area per the Jarman Index. We do our best to accommodate all but this is at a price of asking some to be patient and wait.

A main action the practice has taken is separated waiting areas for those with appointment to those that do not. We will continue to try and improve on waiting times. However patient education regarding coughs, colds and minor illnesses still requires considerable work and persistence.

**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):

Task	Action Taken
The privacy at reception	Barrier erected.
Increase numbers of patient attending the PPG	the group had additional 6 patients interested of which two new members have attended.
Informing patients on the options of Out of Hours	Practice continues to distribute to all patients attending surgery with a slip regarding out of hour
Advertise accommodation of walk-ins prior to 10.00	This has continued to be used daily
Location new suggestion box in waiting room	Suggestion box done



4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: Thursday 5 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? – Yes see above

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? - Yes

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

We are encouraging the PPG to publish a newsletter on our website.