Cheshire, Warrington & Wirral Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Lakeside Surgery

Practice Code: N81108

Signed on behalf of practice (type name): Jane Peers Date: 27 03 2015

Signed on behalf of PPG (type name): Joyce Penlington Date: 27 03 2015

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

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| Does the Practice have a PPG? YES Lakeside Patient Association | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) Email and telephone | |
| Number of members of PPG: 5 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice |  |  | | PRG | 1 | 4 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice |  |  |  |  |  |  |  |  | | PRG | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | |
| 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 |  |  |  |  |  |  |  |  | | PRG | 5 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice |  |  |  |  |  |  |  |  |  |  | | 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:  **There is a notice in the Waiting Room asking for new members who might be interested in joining the group. In future meetings will be virtual via email in view of this it might encourage new members of all ages and ethnicity.** | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year: Family and Friend Test results and views and concerns of PPG members. |
| How frequently were these reviewed with the PRG? Once |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: Lack of provision for deaf patients at both Lakeside and Grappenhall |
| What actions were taken to address the priority? Practice Manager to meet with a member of the Deafness Support Network in April 2015 to raise concerns of patients and to rectify failings in our service. |
| Result of actions and impact on patients and carers (including how publicised): Ongoing action patients to be contacted after meeting and improvement of services. |

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| Priority area 2 |
| Description of priority area: Lack of community clinics for patients residing in Lymm ie blood test clinics including Warfarin clinics, Podiatry,District Nurse Clinics,Physio Lack of public transport taxis expensive for patients who do not or are unable to drive and have to depend on relatives |
| What actions were taken to address the priority? PPG member to start a petition at the Community Centre and to write to Warrington CCG and local Councillor. |
| Result of actions and impact on patients and carers (including how publicised): This will be an ongoing action Practice Manager also to liase with Warrington CCG with concerns re lack of services in Lymm |

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| Priority area 3 |
| Description of priority area: Access to GPs appointment system some confusion re the process of making a prebookable appointment and an urgent appointment on the day. Patient population increasing aving impact on access. |
| What actions were taken to address the priority? The appointment system has been reviewed and improved incorporating a triage system and 6 Emergency only appointments for the On Call GP. The system will be reviewed again in April 2015. Receptionists encouraged to fully explain the appointment system to patients. |
| Result of actions and impact on patients and carers (including how publicised): Ongoing action regularly reviewed. Practice scored well in the Patient Access Survey Warrington January 2015 scoring in the top 5 overall average 81%. |

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):

1. Practice now provides several small flu clinics at Lakeside for patients unable to travel to Grappenhall Surgery during the flu season
2. Staff encouraging patients to book appointments and ordering prescriptions online thus reducing script errors and DNAs (Did Not Attend)
3. Scanning correspondence has improved quicker process
4. Improving access to a GP is an ongoing process educating patients regarding appointment system.
5. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 27 03 2015 |
| How has the practice engaged with the PPG:  The Practice decided to liase with members via email improving communication and reducing meeting constraints by members and staff at Lakeside. Concerns from elderly patients have been voiced by 2 members of the group and this was discussed with a view to improve lack of services in the Lymm area. Members were shown results of Family and Friends Test questionnaires and asked for any comments/concerns.  As the result of the action plan service for deaf patients will significantly improve, appointment access/patient education will improve and there will be continuing discussion with the CCG to improve provision in Lymm. |