

# Annex D: Standard Reporting Template

Cheshire, Warrington & Wirral Area Team  
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Swanlow Medical Centre

Practice Code: N81024

Signed on behalf of practice: Date: 9<sup>th</sup> February 2015

Signed on behalf of PPG: Date: 9<sup>th</sup> February 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) Email, letter													
Number of members of PPG:													
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:								
%	Male				%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	4900				Practice	1922	958	1324	1194	1522	1101	962	727
PRG	4				PRG						2	3	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								
PRG	100%							

	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:

**Despite advertising in the waiting room, in newsletters and on our website we have very little interest in new members joining the PPG.**

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:

- Complaints
- Suggestion Box
- Emails via website

How frequently were these reviewed with the PRG? Annually

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

Flooring – after receiving patient complaints re the bad state of repair of the waiting room carpets Swanlow collaborated with the other two practices in the building in relation to getting the carpets repaired. Linda Donegan who is the health and safety representative for the building also highlighted the risk to patients tripping over the threadbare areas of the waiting room.

What actions were taken to address the priority? Discussions took place with Infection Control who advised that carpets, if being replaced, should ideally be replaced with an alternative flooring. It was also noted that some consulting rooms carry out procedures in carpeted areas, so a bid has been placed with NHS England in relation to getting the consulting rooms changed from carpets to an alternative floor covering.

Result of actions and impact on patients and carers (including how publicised): Once the works have been completed the patients will be able to visibly see the new carpet but we will also publish all our results in a newsletter and also display the results on our website.

## Priority area 2

Description of priority area: Following on from patient suggestions in relation to accessibility for deaf patients Swanlow decided there was a training need for the staff as no staff had any awareness training on supporting our deaf patients.

What actions were taken to address the priority? New T Loop system in place in the reception area, this has also been recently tested by the Deaf Support Network. We have had an inspection of all our systems in relation to the accessibility of our deaf patients and the report is enclosed. We have also organised an afternoons training for all our support staff to have an awareness of issues facing our deaf patients. We have additional signage within the waiting area informing patients we have the T Loop system installed.



Swanlow Medical  
Centre 20-1-15.docx

Result of actions and impact on patients and carers (including how publicised): The experience of our deaf patients should be an enhanced service and hopefully will meet the expectations of our deaf patients. We will publicise the new T Loop and that the staff have had awareness training on our website and also in a newsletter.

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Priority area 3
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Description of priority area: It was highlighted that our Carer's register was maybe not at the correct level for our practice population.
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What actions were taken to address the priority? A search was conducted prior to the priority area and we had 123 carers registered on our practice list, after the promotion we have now got 178 on our carers register. This was brought about due the Gill Osmond attending our flu clinics and raising the awareness of carers to our patients. The reception staff are more vigilant in relation to highlighting patients who may not already be known to Swanlow as carers.
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Result of actions and impact on patients and carers (including how publicised): We have an up to date carers link notice board which has all the relevant information signposting patients to relevant organisations. Swanlow is committed to highlighting more patients who may not know they are a carer.
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## 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):

Telephone answering service was trialled due to patient feedback on the main phone number being engaged. A message was put on the main number if all the reception staff were already taking calls or if the phone had rung in excess of 30 seconds. The message also contained promotional information advising patients of alternative ways of contacting the surgery. This was trialled for at least 3 months but we had to remove it due to an increase in patient complaints in relation to them being charged to listen to the message. Since we have removed the answer machine message we have not had a single patient complaint.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? Notices in the waiting room, and also it is advertised on the website.

Has the practice received patient and carer feedback from a variety of sources? We do not target specific groups but accept feedback from all sources.

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? The waiting room will look and feel cleaner and more appealing with reduced fall hazards, our deaf patients hopefully will see the improved system for accessing Swanlow and also once the staff have had their awareness training they will be another resource for the deaf patients. Patients will hopefully feel supported by Swanlow and patients who are not currently registered as carers will benefit.

Do you have any other comments about the PPG or practice in relation to this area of work? We struggle to get new members to the PPG.