

Annex D: Standard Reporting Template

NHS England - Cumbria and the North East 2014/15 Patient Participation Enhanced Service Reporting Template

All Information complete

Has the Practice and PPG developed and agreed an action plan (based on three key areas) and agreed how the practice will implement improvements	Yes
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Has the Practice publicised actions taken to practice population including providing the PPG with updates on progress and assessment of subsequent achievement within the timescales agreed.	Yes
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3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Recruitment and retainment of GPs in the practice and the impact this has on availability of appointments
What actions were taken to address the priority? The practice has worked with the other practices in the town and with the PPG to establish a Primary Care Centre which will see patients who require on-the-day and urgent appointments so that additional routine appointments are available in the practice.
Result of actions and impact on patients and carers (including how publicised): The Primary Care Centre has been widely publicised in the town, including in the practice, on the website and in the local papers. The practice are working further with the PPG to ensure that we can explain to patients in the practice the plans that we are putting in place as we have not been able to recruit doctors. We are working closely with other practices in the town and liaising with recently 'retired' GPs to ensure that we still provide quality of care to our patients. The PPG strongly supports the practice in this work.

Priority area 2
Description of priority area: Informing patients if a surgery is running late when a patient arrives at the surgery so that they are aware there could be a wait.
What actions were taken to address the priority? Reception have been instructed to advise patients if surgeries are running late.
Result of actions and impact on patients and carers (including how publicised): This is an issue that has been raised by patients in the Friends & Family test survey and we will continue to monitor it via patient views within the PPG and the Friends and Family test comments.

Priority area 3
Description of priority area: There are too many notices in the practice which mean that important ones can be missed by patients.
What actions were taken to address the priority? Notices in the practice are being checked to see if they still need to be on display on an ongoing basis.

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

Clearer messages from the practice to patients on administrative and clinical issues. This should be particularly clear in the waiting areas and corridors of the practice. PPG members have been asked to report outdated or irrelevant notices to the Practice Manager or at group meetings.

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):

Free text

In the past the main actions that we have taken forward are to further publicise the practice's opening hours, which we have tried to do via the website and practice leaflet. We have also agreed to promote late evening appointments for those who find it difficult to attend the surgery during the day. Currently this is provided via a routine clinic on a Wednesday evening in the practice and by the Primary Care Centre for urgent appointments on all evenings and weekends.