Annex D: Standard Reporting Template

Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Gold Street Surgery

Practice Code: F81009

Signed on behalf of practice: J. Porter Date: 23/03/15

Signed on behalf of PPG: Date: 11/03/15

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) All of those | |
| Number of members of PPG: 53 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 4888 | 5133 | | PRG | 14 | 39 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1966 | 780 | 1154 | 1271 | 1534 | 1329 | 1008 | 979 | | PRG |  | 3 | 5 | 8 | 14 | 10 | 7 | 6 | |
| 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 | 1736 | 21 | 0 | 642 | 5 | 9 | 67 | 2033 | | PRG | 41 | 1 | 0 |  |  |  |  | 8 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 36 | 11 | 10 | 200 | 203 | 20 | 5 | 12 |  | 647 | | PRG | 2 |  |  | 1 |  |  |  |  |  |  | | |
| 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:  **Pro-actively when patients attend. By phone when patients call with a query/suggestion/complaint.**  **This is a very difficult aim to achieve and the practice would welcome any suggestions/assistance** | |
| 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  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  The practice has a high number of elderly patients, due to the number of nursing homes in the area. Managers of 3 homes are part of our PPG.  The practice looks after the local Learning Disabilities bungalows and the Carers are also part of our PPG to ensure that these patients have a voice. | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Patient survey  NHS Choices website  FFT  Comments  Observations  Complaints |
| How frequently were these reviewed with the PRG?  Annually |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Generic e-mail address for non-urgent communication |
| What actions were taken to address the priority?  IT department have been contacted and asked to set this up. |
| Result of actions and impact on patients and carers (including how publicised):  Once available, this service will be promoted using notices in our waiting rooms, on our website, verbally and opportunistically (i.e. on receipt of correspondence from patient). PPG members will be advised in person. We will also give details of the address when our practice leaflet is reprinted.  Hopefully there will be a positive impact on patients and carers. |

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| Priority area 2 |
| Description of priority area:  Car park |
| What actions were taken to address the priority?  Notices put up asking able-bodied patients to use other local car parks.  Practice sent letter to council asking for help.  Discussion with a company who offered to resolve this but their solution was simply to charge people which we felt would be unfair and an administrative nightmare. |
| Result of actions and impact on patients and carers (including how publicised):  The aim is to improve parking facilities for disabled patients, and for parents of small children. |

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| Priority area 3 |
| Description of priority area:  Appointments system |
| What actions were taken to address the priority?  Review of current system |
| Result of actions and impact on patients and carers (including how publicised):  To recruit a part-time salaried GP.  Make more appointments bookable on-line  Replace Monday morning ‘sit and wait’ with book on day appointments.  Attempt to improve 48 hours access |

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):

Appropriate use of health service personnel/services

Communication

Patient satisfaction

Minor injury service

Membership of PPG

All addressed in survey

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 11/03/15 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population? Proactively  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? TBA  Do you have any other comments about the PPG or practice in relation to this area of work?  It is recognised by the practice that ideally we would like a larger, and more representative group. Having said that the practice is very grateful to its existing members and would like to say a very big ‘Thank you’ to them all for their help and constructive comments. |