

Annex D: Standard Reporting Template

Thames Valley Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **The Manor Surgery**

Practice Code: **K84044**

Signed on behalf of practice: Sue Smith Date: 30th March 2015

Signed on behalf of PPG: Tracy Rees

Date: 30th March 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 and Email																									
Number of members of PPG: 64																									
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">6920</td> <td style="text-align: center;">7497</td> </tr> </tbody> </table>	%	Male	Female	Practice	6920	7497	Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">2792</td> <td style="text-align: center;">1314</td> <td style="text-align: center;">2864</td> <td style="text-align: center;">2290</td> <td style="text-align: center;">1802</td> <td style="text-align: center;">1377</td> <td style="text-align: center;">1063</td> <td style="text-align: center;">915</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	2792	1314	2864	2290	1802	1377	1063	915
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PRG	26	38
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PRG	NK						
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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	NK							
PRG	NK							

	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:

Notice in waiting room, on website, opportunistically.

Forms for patients to fill in.

Members of Patient Participation Group attending clinics eg. Flu to promote PPG.

Educational talks.

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/NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

There are inherent but real difficulties in creating a truly representative PPG despite attempts to do so. These difficulties are due to a reluctance in other groups to participate because of preoccupations with employment, child rearing and in persons of "different" ethnicity as well as these preoccupations a hesitancy or a type of discomfort in joining in such an activity.

Younger groups have less time, moreover those who are "healthy" see a PPG as something other people get involved in.

2. Review of patient feedback

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

Website
PPG

How frequently were these reviewed with the PRG?

At PPG meetings which are held six weekly

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 589 421">Description of priority area:</p> <p data-bbox="203 464 2024 533">Increasing the number of responses for the practice Patient Survey. Specifically targeting patients not well represented at regular PPG meetings.</p>
<p data-bbox="203 649 887 681">What actions were taken to address the priority?</p> <p data-bbox="203 724 2047 831">In addition to practice staff handing out and circulating survey forms for completion, PPG members personally handed out forms to patients attending clinics at the practice over a two week period. Families with young children and patients from ethnic minorities were groups which were targeted for their feedback.</p>
<p data-bbox="203 984 1312 1016">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1059 2018 1166">Survey results were collated by the practice and then reported back and discussed at a PPG meeting. Results were also posted on the practice website and discussed at the practice development away day. Key areas for action were identified and agreed at the PPG meeting. These included improving access to nurse led clinics and improving the handling of calls by reception staff.</p> <p data-bbox="203 1209 2018 1278">The result was an increase in the number of nurse sessions available for clinics, an expansion of the availability of early morning clinic slots for patients needing fasting blood tests and more call handling training for reception staff.</p> <p data-bbox="203 1321 797 1353">Regular review of appointments available.</p>

Priority area 2

Description of priority area:

Improving the practice website.

What actions were taken to address the priority?

The practice requested feedback from the PPG on the website. The feedback reflected difficulties in navigating the website and accessing key information. The PPG also suggested that patient involvement issues needed more emphasis and better links would allow patients to access information easier. The website has now been revamped.

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

The practice contacted PPG members to request their input on the revamp and whether it addressed the key issues raised. The PPG was satisfied that the revamp addressed these, however it also acknowledged that there was an ongoing need to regularly review website information and ease of use and that the PPG had a key role in working with the practice to ensure the website is relevant to the needs of the practice population.

Priority area 3

Description of priority area:

Community event run in conjunction with other local organisations. Aimed at promoting activities (health related or of a social nature) available locally and to increase awareness of and interest in local PPGs. The event was intended to be fun and offer taster sessions to those who attended.

What actions were taken to address the priority?

The PPG took the lead role in contacting and agreeing to work with a local PPG and Neighbourhood Community Partnership. A wide range of local groups and clubs were also contacted, the idea received a good level of interest and support.

A proposal was made to a local funding organisation for financial support. Although the proposal was supported and funding agreed the group was not informed in time to complete the planning process and hold the event prior to the end of the financial year (a stipulation from the funding organisation).

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

The plans to hold a local event will now carry forward to the new financial year and will form the number one priority for the PPG. This has been discussed and agreed with the practice.

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):

Electronic board installed in waiting room to inform patients of messages and up to date surgery news (subsequently this has been stolen) .

Same day blood appointments with practice phlebotomist.

Advertising local bus services.

Website more user friendly.

Increased telephone lines.

Text messaging to improve communication with patients, eg, text reminders for appointments.

Review of patient telephone calls.

Adjustment of timing of appointments, more early morning appointments.

Ongoing issues with car park.

More bicycle racks installed.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30th March 2015

How has the practice engaged with the PPG: Regular meetings

How has the practice made efforts to engage with seldom heard groups in the practice population Yes

Has the practice received patient and carer feedback from a variety of source Yes Meeting with Carers Group and PPG

Was the PPG involved in the agreement of priority areas and the resulting action plan No

How has the service offered to patients and carers improved as a result of the implementation of the action plan More information available to patients and carers

Do you have any other comments about the PPG or practice in relation to this area of work No