

Annex D: Standard Reporting Template

Calderdale CCG Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Spring hall Medical Practice

Practice Code: B84012

Signed on behalf of practice: Date: 6/3/2015

Signed on behalf of PPG: *W. Small* Date: 10-3-2015

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

Does the Practice have a PPG? YES / NO yes																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) face to face and email																																					
Number of members of PPG: 48																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <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>4566</td> <td>4188</td> </tr> <tr> <td>PRG</td> <td>20</td> <td>28</td> </tr> </tbody> </table>	%	Male	Female	Practice	4566	4188	PRG	20	28	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <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>1917</td> <td>923</td> <td>1306</td> <td>1206</td> <td>1136</td> <td>914</td> <td>663</td> <td>689</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>2</td> <td>1</td> <td>12</td> <td>4</td> <td>10</td> <td>15</td> <td>4</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1917	923	1306	1206	1136	914	663	689	PRG	0	2	1	12	4	10	15	4
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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	4041	45	6	351	10	21		
PRG	28			4				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	130	2458	29		97	21	6	10		
PRG	2	11								

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:

Posters are displayed within the surgery and texts are sent to every patient with a mobile number entered onto their records inviting the patient to join the patient participation group. GP's and staff have also personally invited patient fitting into the required backgrounds etc

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:

We have several nursing homes and we have invited their managers to previous meetings. We have tried to encourage as many patients as possible regardless of ethnicity etc. as we would like to increase our numbers
We personally invite patients from ethnic minorities to participate in the PPG

2. Review of patient feedback

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

PPG Meeting held in October last year
Also emails between members of the PPG and the surgery staff
Also friends and family test collated in monthly
Review of practice complaints and compliments

How frequently were these reviewed with the PRG?

6 monthly

Priority area 2

Description of priority area:

Waiting room

Notice boards in surgery – notices outdated

Looks dark and dingy / un welcoming

What actions were taken to address the priority?

Group of PPG members set up to control the notice boards in the surgery and keep them up to date and relevant – run appropriate seasonal initiatives eg weight loss for xmas

New lighting

Out dated notices removed, new notices laminated

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

Notice boards looking better and current. General reception area looking tidier and neater

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):

Local pharmacies to be invited to PPG meeting- We did this but none attended will try to encourage them again next time
Texts to be send to patients for normal blood results – All GP's are currently doing this

Priority area 3

Description of priority area:

Encourage more people to join PPG

What actions were taken to address the priority?

New notices up in surgery and on both old and new website

PPG members asked to encourage people they know from all generations and ethnicity to join

New notices up in surgery

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

Better representation on the PPG.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Website out dated Encouraging more patients to join PPG</p>
<p>What actions were taken to address the priority? New website is in the progress of being designed with input from PPG so that the site is more responsive to patients needs</p>
<p>Result of actions and impact on patients and carers (including how publicised): New website currently awaiting all details checking should go live in early April Information about practice , minor illness easily visible New website will allow easier online access for friends and family and comments and complaints It allows for translation of all pages which will encourage participation in the PPG and also encourage our ethnic patients to use the website</p>

4. PPG Sign Off

Emily Hewitson-Towtley

EMILY AM HEWITSON-TOWTLEY
(MRS)

Report signed off by PPG: YES/~~NO~~

Date of sign off: 7th March 2015

How has the practice engaged with the PPG:

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 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? YES

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