Annex D: Standard Reporting Template

Lancashire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: St Georges Surgery

Practice Code: P81058

Completed by: MARGARET BAINES Date: 16.03.15

Signed on behalf of PPG: Date:

Please confirm that the report has been published on the practice website by 31st March 2015 YES

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 meetings | |
| Number of members of PPG: 9 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 50.52 | 49.48 | | PRG | 22.22 | 77.78 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 20.69 | 9.03 | 12.76 | 13.67 | 14.42 | 11.16 | 9.66 | 8.59 | | PRG |  |  |  | 11.11 |  | 88.89 |  |  | |
| 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 | 5950 | 118 | 0 | 90 | 98 | 101 | 125 | 66 | | 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 | 471 | 423 | 21 | 16 | 52 | 20 | 3 | 9 | 9 | 96 | | 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:  **We have tried on numerous occasions to recruit to the PPG and have been unsuccessful. We would particularly welcome any applications from a diverse background of age, ethnicity and gender but as yet these have not been forthcoming.** | |
| 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 undertook a random mailshot of 50 people of all the practice demographic categories. We had no response to any of them.  We have advertised in the waiting room and on the message board, we have also advertised on the surgery web site. | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  The PPG has its own suggestion/feedback box which is checked before every meeting by a PPG member (not staff member).  Recently the FFT has been a topic of discussion. There was also a questionnaire undertaken for our CQC visit late last year.  During 2014 a patient questionnaire was undertaken despite the fact that FFT was being introduced later in the year. |
| How frequently were these reviewed with the PRG?  The PPG feedback is discussed at every meeting usually 4-6 weekly. |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  To recruit new and diverse members to the PPG. |
| What actions were taken to address the priority?  Continued advertising campaign. Possible change of time i.e. evening meetings. Needs staff input to enable the use of the building out of hours. |
| Result of actions and impact on patients and carers (including how publicised):  No positive results as yet. |

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| Priority area 2 |
| Description of priority area:  The questionnaire highlighted some concerns over reception and the attitudes of the staff. |
| What actions were taken to address the priority?  Update training was undertaken with all staff and issues discussed at staff meetings. The issues were minor but nevertheless were addressed. |
| Result of actions and impact on patients and carers (including how publicised):  FFT comments support the improvement in staff relationships with patients. |

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| Priority area 3 |
| Description of priority area:  Demand for appointments during the busiest winter months of December and January. |
| What actions were taken to address the priority?  Extra appointments were provided during December and January. |
| Result of actions and impact on patients and carers (including how publicised):  Patients benefited in general from the availability of extra capacity. Publicised in the waiting room and by the staff during one to one contact with patients. |

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):

We have had a PPG since 2011 and despite the difficulty in recruiting we have managed to continue to hold useful and productive meetings. We introduced a code of conduct for members of the group, following some problems. These have now been resolved.

The group remains cohesive and enthusiastic with our chairman regularly attending larger PPG meetings arranged locally and feeding back to the group as a whole.

The following suggestions have been received via the group and I note the actions taken.

Raised chairs for people of limited physical ability – At least four of our waiting room chairs are raised for this use.

PPG notice board – a new board was purchased and this includes up to date information regarding the group, requests for new members and photographs of the practice team. It also includes our CQC results and many other useful details.

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?  Has the practice received patient and carer feedback from a variety of sources?  Was the PPG involved in the agreement of priority areas and the resulting action plan?  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Do you have any other comments about the PPG or practice in relation to this area of work?  We continue to try to engage seldom heard and minority groups within the practice population.  Feedback has been received via patient questionnaire, PPG suggestion box, CQC patient questionnaire and FFT.  The PPG is regularly involved in priority areas and actions plans as necessary.  There is a wider understanding of the perspective of the patient population by the inclusion of the PPG in the practice. |

Please submit your report to: [england.lancsat-medical@nhs.net](mailto:england.lancsat-medical@nhs.net) by 31st March 2015