

Annex D: Standard Reporting Template

[Name] Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Nova Scotia Medical Centre**

Practice Code: **B86089**

Signed on behalf of practice:  (Dr O D Khan) Date: **31.03.15**

Signed on behalf of PPG:  (Peter Simpson) Date: **31.03.15**

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, Email, Other Quarterly meetings, e-mails, face to face
Number of members of PPG: 48 registered – varies at meetings

Detail the gender mix of practice population and PPG:	Detail of age mix of practice population and PPG:																																				
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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	3075	41		41	3	8	2	2
PRG							1	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	4	2		4	1	9	3			41
PRG						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:

Advertised in Surgery
E-mailed varies members

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?

NO

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

2. Review of patient feedback

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

Discussion at meeting and action taken where needed

How frequently were these reviewed with the PRG?

Quarterly at follow up meetings

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Time - keeping

What actions were taken to address the priority?

Discussed with GP's

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

As above – publicised and displayed in surgery, on website and minutes of meetings and discussed at next PRG meetings

Priority area 2

Description of priority area:

Appointment availability

What actions were taken to address the priority?

Appointments reviewed and made telephone appointments available on line

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

As above – publicised and displayed in surgery, on website and minutes of meetings and discussed at next PRG meetings

Priority area 3

Description of priority area:

Female doctor

What actions were taken to address the priority?

2 female locum GP's employed

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

As above – publicised and displayed in surgery, on website and minutes of meetings and discussed at next PRG 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):

Female doctors employed
Doctors improved on time-keeping
Staff attended a meeting to represent surgery at Thackray Museum
Internet appointments and telephone triage calls advertised
Staff now in uniforms
Improvements to building – seating, flooring etc

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **31.03.15**

How has the practice engaged with the PPG:

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

Emails

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?

Appointments/female doctors

Do you have any other comments about the PPG or practice in relation to this area of work?

We have listened to the Group and have made car parking better and disabled bays.

Made surgery easier on the eye with information.

Added telephone appointments to try and give extra appointments, also makes it easier for some people who work