

Standard Reporting Template – Patient Participation DES 2014/15

Surrey & Sussex Area Team

Practice Name Pavilion Surgery

Practice Code G81054

Signed on behalf of practice L.Martin

Date 20th February 2015

Signed on behalf of PPG

Date

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 meetings Telephone and e-mail
Number of members of PPG:	10

Detail the gender mix of practice, population and PPG:	Detail of age mix of practice population and PPG:
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%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	54%	46%	Practice	10%	7%	16%	16%	16%	9%	7%	7%
PPG	4959	4204	PPG								

Detail the ethnic background of your practice population and PPG:

White					Mixed/ multiple ethnic groups			
%	British	Irish	Gypsy or Irish Traveller	Other white	White Black & Caribbean	White & black African	White & Asian	Other mixed
Practice	18%	1%	1%	6%	1%	0	1%	1%
PPG								

Asian/ Asian British						Black / African / Caribbean / Black British			Other	
%	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	1%	1%	1%	1%	0	1%	1%	1%	0	0
PPG										

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:

Contacted by telephone and face to face at reception, a diverse range of patients encouraged to join

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community? YES/NO

Yes

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

LGBT very successful
Large student population – very difficult to attract

2. Review of patient feedback

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

Prescriptions, text reminders, missed apps ,customer care, any other business

How frequently were these reviewed with the PRG?

6 monthly

3. Action plan priority areas and implementation

Priority area 1
Description of priority area:
<p>Missed appointments, this was discussed in the group PPG members felt that charging patients could be a deterrent but Dr Gersten said that this was not possible. 10 minute appointments were discussed as group felt this was not long enough for some patients, patients have been informed that they can book double appointments at any time.</p> <p>Prescriptions The group felt that prescriptions can sometimes be difficult to process if GP's were on holiday or off sick or that they were not on repeats. The group were informed that we would now be using electronic prescribing after the staff had had full training.</p>
What actions were taken to address the priority:
<p>Electronic prescribing is now up and running very successfully with very few problems Missed appointments are still happening but staff are now asking patients to remember to cancel if not required, this is happening slowly.</p>
Result of actions and impact on patients and carers (including how publicised):
<p>Patients seem to be very happy with the electronic prescribing which has been a big help to the surgery. We have publicised in all waiting rooms and on the website. The minutes of the meetings are publicised on the website</p>

Priority area 2

Description of priority area:

What actions were taken to address the priority:

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

Priority area 3

Description of priority area:

What actions were taken to address the priority:

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

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)

Free text

4. PPG Sign Off

Report signed off by PPG: YES / NO	
Date of sign off:	
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 area 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?	