

Annex D: Standard Reporting Template

Birmingham and Black Country Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Ashfield Road Surgery

Practice Code: M92609

Signed on behalf of practice:

Date:

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																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face																																					
Number of members of PPG: 10																																					
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></td> <td>1</td> </tr> <tr> <td>PRG</td> <td>4</td> <td>3</td> </tr> </tbody> </table>	%	Male	Female	Practice		1	PRG	4	3	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></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>4</td> <td>2</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice						1			PRG						1	4	2
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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	4462	2		132	78	25	33	56
PRG	7							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	425	42	1	22	128	46	84	139		
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:

Notices are constantly displayed in reception and both sites, inviting patients to join the PPG group and also on new patient registration questionnaires. It is also advertised on practice websites x3

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:

- **Friends and Family questionnaires and practice reports**
- **GPAQ questionnaire carried out in practice**
- **Practice meetings**

How frequently were these reviewed with the PRG? **Twice in the year**

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To see if Royal Wolverhampton Hospital will address the problem with a manual door going in the corridor to consultation rooms

What actions were taken to address the priority?

- **A quote was obtained for fitting automatic door - £1490.82**
- **Contacted John Iredale- Royal Wolverhampton Hospital Estates representative for a proposal for alternative ideas eg. to remove the door**
- **John Iredale to contact Fire Safety officer and health and safety officer for risk assessments to see whether to door can be removed**

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

To make life easier for patients in wheelchairs, disabled patients and parents with pushchairs

Priority area 2

Description of priority area:

Dietician on site – informing patients what services are available involving weight management and healthy lifestyle

What actions were taken to address the priority?

- **Advertise prominently what services are carried out in practice and the health centre**
- **Make all staff aware of what services that patients can be referred to**
- **To promote this service to patients**
- **Advertise on website**
- **Advertise on jayex board and tv screen**

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

Patients and staff better informed

Priority area 3

Description of priority area:

- **To increase the size of the PPG group**
- **To involve two other practices in the Health Centre who have PPG groups**

What actions were taken to address the priority?

- **To increase awareness and verbally invite patients to join the group. Send out Texts by Mjog to pts to make aware of the patient group and to advertise on a dedicated page on the jayex tv screen**
- **Sharon Harris to talk to Dr Vij and Dr Kharwardkar to invite as a joint group**

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

Ongoing

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):

- 1. Booking in screen at Pendeford and Jayex board was fitted**
- 2. Change of glass in the reception for Pendeford Health Centre**
- 3. A Female GP requested had been appointed**

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30.03.15