

## Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The High Street Practice

Practice Code: E86042

Signed on behalf of practice: *Laura Tyrrell - Practice Manager* Date: 26/3/15

Signed on behalf of PPG: *DIANE C.M. BOW* Date: 30/05/2015

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 and Email											
Number of members of PPG: 7											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	50%	50%	Practice	26%	12%	19%	16%	13%	8%	4%	3%
PRG	43%	57%	PRG					29%		57%	14%

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	34%	2%	1%	1%	2%	8%	5%	1%
PRG	43%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	11%	4%	5%	1%	1%	7%	1%	1%		2%
PRG	29%						14%			

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:

Since the beginning, we have approached patients from all age groups personally and also by advertising the PRG group in reception using the LED display board, poster and on our website. This has worked quite well, with 2 new people expressing an interest. Some patients were approached but were not interested; these included young mothers, but did not show a great interest. Opinions were sought from members of staff as to who they thought would be interested and committed.

Out of the 7 members we have at present 3 were approached and 4 volunteered.

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

Yes

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

26% of our practice population are under 16 which is the reason for approaching young mothers.

## 2. Review of patient feedback

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

We reviewed the friends and family test feedback with the group at our last meeting on 26<sup>th</sup> February 2015.  
Our feedback is gathered by website, check in screen at the surgery and by handing out slips to collect opinions from people who are attending the surgery.

How frequently were these reviewed with the PRG?

Once

3. Action plan priority areas and implementation

Priority area 1
<p><b>Description of priority area:</b></p> <p>The waiting area busy with pushchairs, children playing with check in screen and the concern regarding hygiene of this screen</p>
<p><b>What actions were taken to address the priority?</b></p> <p>Patients are reminded to leave pushchairs, locked up outside where possible (at their own risk). Staff were reminded to police, where possible, the check in screen. The staff clean the touch screen every morning and keep a log. There is also hand sanitizer provided for patients to use.</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <p>The results were visible to everybody as all changes were made in the reception area with signs to ask patients to stop children playing with the touch screen and to leave pushchairs outside.</p>

## Priority area 2

### Description of priority area:

Practice leaflet

### What actions were taken to address the priority?

It was suggested by the group that a practice leaflet be developed to make patients aware of any changes to the practice. This was agreed by the practice and will be developed on a quarterly basis the input from the group.

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

Our first one will be published June 2015 and is currently a work in progress. This will be displayed on our website and left at the reception desk. This will keep patients abreast of any changes at the surgery.

### Priority area 3

#### Description of priority area:

The non-attendance of practice appointments. This is a practice priority and was noted by a member of the group.

#### What actions were taken to address the priority?

The practice has become stricter on its DNA policy and has dedicated members of staff to deal with this. Patients will be notified if they have missed two appointments and given one more chance. Clinicians and staff will call patients on the same day if they do not attend.

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

The practice put this plan into action in January so will take some time to see results. The practice will keep the group informed. This will provide much needed appointments for our practice population.

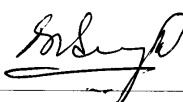
### Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Issues raised in previous years.

- Telephone triage – we are still offering telephone consultations in the afternoon.
- Text reminders for reminding patients about appointments are still being sent. Patients can respond to the text by replying cancel.
- Advertising of opening hours including extended hours on a Monday. This is still being displayed on website and on LED screen in surgery. This will be added to our newsletter and new practice leaflet.

4. PPG Sign Off

Report signed off by PPG: YES
Date of sign off:  26/03/15.
How has the practice engaged with the PPG: Via telephone and email.
How has the practice made efforts to engage with seldom heard groups in the practice population? To the best of their ability
Has the practice received patient and carer feedback from a variety of sources? From the friends and family test
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?