

## Standard Reporting Template

NHS England (Wessex)  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Clanfield Practice

Practice Code: J82147

Signed on behalf of practice: *JF Craig*

Date: 24.3.15

Signed on behalf of PPG: *MWhite*

Date: 25.3.15

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? <b>YES</b>
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>Email and face to face</b>
Number of members of PPG: <b>55</b>

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	<b>50</b>	<b>50</b>
PRG	<b>56</b>	<b>44</b>

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	<b>19</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>16</b>	<b>15</b>	<b>11</b>	<b>9</b>
PRG	<b>0</b>	<b>4</b>	<b>4</b>	<b>14</b>	<b>13</b>	<b>14</b>	<b>36</b>	<b>15</b>

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	<b>95</b>	<b>0.2</b>		<b>3</b>		<b>0.1</b>	<b>0.4</b>	<b>0.4</b>
PRG	<b>95</b>			<b>5</b>				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	<b>0.3</b>			<b>0.3</b>	<b>0.3</b>					
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:

**Posters are displayed in the waiting room and leaflets are also available.**

**Individual patients of particular age groups have been contacted, informed about the PPG and invited to be part of it.**

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 results from December & January**

How frequently were these reviewed with the PRG?

**Friends & family started in December 2014 so the results have only been reviewed at one meeting but the most recent results will be reviewed at each PPG meeting in future.**

### 3. Action plan priority areas and implementation

Priority area 1
Description of priority area: <b>Inform patients of Partnership changes</b>
<p>What actions were taken to address the priority?</p> <p><b>Posters displayed in waiting room.</b>  <b>Website to be updated.</b></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><b>Patients kept well informed</b>  <b>Reduced patient anxiety re: what happens when Drs Cox &amp; Lane retire</b></p>

## Priority area 2

Description of priority area:

**Create Practice newsletter to include articles as requested by PPG i.e. PPG member recruitment, telephone triage system, services provided by local treatment centres/minor injuries units and the cost of wasted drugs to the NHS**

What actions were taken to address the priority?

**Draft copy of proposed newsletter provided to PPG members who attended the meeting and feedback requested**  
**Copy of newsletter to be sent to virtual PPG group members prior to printing.**  
**Printed copies to be made available to patients in the waiting room.**  
**Copy to be made available on the website**

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

**Patient input obtained prior to printing newsletter.**  
**Keeps patients informed.**

Priority area 3
<p>Description of priority area: <b>Pursue development funding for automatic doors and other projects</b></p>
<p>What actions were taken to address the priority?</p> <p><b>Continue to chase NHS England and East Hants County Council for the Section 106 money outstanding for the Green Lane development.</b></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><b>Reduce the anxiety amongst patients because the Practice has still not received any of the funds a couple of years after the development was started.</b></p> <p><b>Easier access for patients with disabilities and pushchairs.</b></p>

## 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):

**Accessing out of hours services – instead of providing our own version the PPG felt that the Practice should use the booklet produced by the local CCG's. It was agreed that the Practice will obtain further supplies to make available in the waiting room and also obtain some further leaflets produced by nhs.uk and Petersfield Minor injuries unit which will also be made available.**

**Satisfaction with Doctors and Nurses – surveys have been given out to patients who have seen Dr Cox and Dr Lane the results of which they use as a means of self reflection. No surveys have been completed this year for the Nurses as the Practice has been 1 Nurse down for a year due to sickness. Recruitment has now been successful so Nurse satisfaction surveys will be introduced this year. Friends and Family surveys are available to be completed in the waiting room and online and there is a facility to leave comments regarding consultation satisfaction if the patient wants to.**

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25.3.15

How has the practice engaged with the PPG: *We are now having regular meetings, next one in May.*

How has the practice made efforts to engage with seldom heard groups in the practice population? *Information delivered via posters/leaflets in the waiting room area.*

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? *Improvements will be completed when full NHS England funding has been received.*

Do you have any other comments about the PPG or practice in relation to this area of work? No