

Annex D: Standard Reporting Template

Thames Valley Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Ross Road Medical Centre

Practice Code: K81019

Signed on behalf of practice: Dr Asif Ali Date: 17.03.2015

Signed on behalf of PPG: David Pugh Date: 19.03.2015

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, Email, Other (please specify) – Face to Face meetings.											
Number of members of PPG: 2 (1 Asian lady recently left). Advertising for further members in practice and externally.											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	1432	1364	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	50%	50%	Practice	626	246	491	535	359	238	154	147
			PRG								

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	1621	22	2	291	1	9	15	36
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	188	126	9	19	69	31	6	21	8	290
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:

We have contacted several younger patients to invite them to join PPG. In addition we had a Asian female on the PPG until last year, who subsequently left for personal reasons. We have written to further patients to join. Currently we have 2 members on the PPG – white, one male and one female.

We have also been getting views of our patients in other ways – through friends and family test and a recent practice survey so we get a wider view from our patients.

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:

Practice survey (annual).

Friends and family test (monthly since December 2014)

How frequently were these reviewed with the PRG? **PPG meeting quarterly.**

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Telephone Access</p>
<p>What actions were taken to address the priority?</p> <p>Additional receptionist at 8.30am answering phones. Additional GP slots for telephone appointments</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Additional patients requesting telephone access. Publicised through waiting room board/ screen.</p>

Priority area 2

Description of priority area:

Reducing DNA rates

What actions were taken to address the priority?

Monthly search of DNA rates to practice – nurse and doctor.
Lead admin staff.

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

Monthly results publicised in waiting area and expense/loss to NHS publicised through waiting room screen.

Priority area 3

Description of priority area:

Alternatives to booking appointments.

What actions were taken to address the priority?

Availability of online access to appointments – 4 slots per day.
Telephone availability for nurse and GP.

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

Patients booking online appointments. Currently 15 patients signed up. Last FFT survey in Feb 2015 – 100% would or may recommend practice to friend or family member.

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):

From previous year – improved advertising of telephone access to a GP and Nurse. Actioning DNA rates and now have lead admin with monthly update.

Patient communication improved – up dated website and recent information screen installed in waiting room which is run by the practice and slides updated monthly.

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: 19.03.2015 (David Pugh and Susan Shaw in attendance)

How has the practice engaged with the PPG: **Quarterly meetings with PPG members.**

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

Through direct feedback in consultations/ attendance at practice (e.g pregnant mums – through feedback we requested for a midwife to attend weekly rather than fortnightly as it was evident the wait was too long; learning disability patients through annual health check and younger patients through friends and family test.

Has the practice received patient and carer feedback from a variety of sources?

Through verbal and written feedback through annual survey and FFT.

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes through review of annual survey and feedback.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Improved telephone access to a GP and action on tackling DNAs in the practice as well as implementing online booking.

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

We are aware we need to increase PPG members on the group and are considering developing a virtual PPG to address the issue of getting younger patients on the group and their views.

