

Annex C

**Arden, Herefordshire and Worcestershire Area Team  
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Westside Medical Centre, Rugby

Practice Code: M84035

Signed on behalf of practice: K Preece (Kellie Preece) Date: 31/03/2015

Signed on behalf of PPG: Stephano Coffin Date: 31/03/2015

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

Does the Practice have a PPG? <u>YES</u> / <del>NO</del>																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) <u>Face to Face and Email</u>																																					
Number of members of PPG: <u>6</u> – we are actively looking at ways to recruit new members to the group – we have a new website, due to go live imminently. (In the meantime we do still have our original website still.) We have set up a new email address for the chair of the PPG to be contacted directly from the website to register interest in joining the PPG – or to just raise concerns, compliments, feedback etc.																																					
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:15%;">%</th> <th style="width:35%;">Male</th> <th style="width:35%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td align="center"><u>5254</u></td> <td align="center"><u>5260</u></td> </tr> <tr> <td>PPG</td> <td align="center"><u>2</u></td> <td align="center"><u>4</u></td> </tr> </tbody> </table>	%	Male	Female	Practice	<u>5254</u>	<u>5260</u>	PPG	<u>2</u>	<u>4</u>	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%;"><u>&lt;16</u></th> <th style="width:10%;"><u>17-24</u></th> <th style="width:10%;"><u>25-34</u></th> <th style="width:10%;"><u>35-44</u></th> <th style="width:10%;"><u>45-54</u></th> <th style="width:10%;"><u>55-64</u></th> <th style="width:10%;"><u>65-74</u></th> <th style="width:10%;"><u>&gt; 75</u></th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td align="center"><u>2275</u></td> <td align="center"><u>891</u></td> <td align="center"><u>1684</u></td> <td align="center"><u>1533</u></td> <td align="center"><u>1453</u></td> <td align="center"><u>1031</u></td> <td align="center"><u>882</u></td> <td align="center"><u>770</u></td> </tr> <tr> <td>PPG</td> <td></td> <td></td> <td></td> <td></td> <td align="center"><u>1</u></td> <td></td> <td align="center"><u>4</u></td> <td align="center"><u>1</u></td> </tr> </tbody> </table>	%	<u>&lt;16</u>	<u>17-24</u>	<u>25-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55-64</u>	<u>65-74</u>	<u>&gt; 75</u>	Practice	<u>2275</u>	<u>891</u>	<u>1684</u>	<u>1533</u>	<u>1453</u>	<u>1031</u>	<u>882</u>	<u>770</u>	PPG					<u>1</u>		<u>4</u>	<u>1</u>
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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	4975	81	1	3074	53	36	290	115
PPG	6							

Total :- 10519

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	4	68	10	19	321	61	76	5	0	12
PPG										

Unknown

1317

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:

As above – our new website is due to go live imminently (we are experiencing difficulties in transferring the old domain address to the new one – we are working with mysurgerywebsite to action this ASAP). Once the new website is live, the PPG are also hoping to have a twitter and/or facebook page that they will monitor and be responsible for.

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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

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 Test, NHS Choices and also the complaints received about access etc have all been shared with the PPG. We also have a postbox in the surgery waiting room where patients can post a completed comments, compliments or complaints leaflet. These are also discussed where appropriate.

We also discussed the outcome of the patient national survey and the steps taken by the practice to address the issues raised.

How frequently were these reviewed with the PRG?

Reviewed and discussed at our meetings. We initially had a monthly meeting with the PPG, however, it was felt by the PPG that this was too regular and they asked that we have a quarterly meeting now.

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>A patient questionnaire.</p>
<p>What actions were taken to address the priority?</p> <p>We have had one meeting since the chair and vice chair were elected – at this meeting it was agreed that the PPG, together with administration support from practice staff, will design and deliver a patient questionnaire to ask for feedback from patients. It will be posted out to a number of patients randomly and also members of the PPG will station themselves in the surgery waiting room on a number of occasions to seek feedback.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This is being planned at present and we will publicise results on the website once finalised.</p>

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Priority area 2

Description of priority area:

Recruiting a more diverse mix of age and ethnicity to the PPG.

What actions were taken to address the priority?

A new email address has been set up for the PPG and this will be managed by the chair. Once the new website goes live, we have a page for the PPG – outlining the role of the PPG and a link to email the Chair to register interest in joining the PPG.

In addition, the PPG are discussing the merits of having a facebook and/or twitter page to try and see if that helps to encourage a wider mix of patients to join the PPG.

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

We are hoping that by advertising the page, and by making it easy to contact the Chair, we will encourage more people to join the group. In addition, we will also be advertising that even if patients do not wish to actively join the PPG, their comments and voices can still be heard by emailing the PPG/Chair.

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Priority area 3
<p>Description of priority area:</p> <p>Understanding of what a Registrar Dr is. It was highlighted in the national surgery that there was a lack of confidence in some of the Drs at the surgery – which has never been identified before. On speaking with the PPG it transpired that this was probably as a result of the registrar GPs and patients not understanding the qualifications of a registrar.</p>
<p>What actions were taken to address the priority?</p> <p>Reception staff have been trained to explain what a registrar is when booking patients in with one of the registrars and also notices have been placed in the surgery waiting room explaining the same.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Feedback has been received that patients understand this now and are happy to be booked to see a registrar.</p>

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### 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):

The PPG and practice had become slightly disengaged at the end of last financial year and the beginning of this year. The Surgery contacted all previous members and had a meeting to reinvigorate the group. They have elected a Chair and Vice Chair, who are both active in attending the PRG Summits and bring this information back to the meetings.

I am in contact with our Chair Person regularly and we are implementing all of the above imminently.

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### 4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 31-3-15.

Has the report been published on the practice website? YES/NO

(It has been emailed to mysurgerywebsite and will be loaded ready to go live. It is on the old website also (the one that is waiting to be transferred).

How has the practice engaged with the PPG:

The practice and the PPG have re-established communication with one another and are working hard together. The PPG are keen to work with practice staff to recruit new members and to advertise the PPG and the work they are doing. We are currently putting together a PPG questionnaire to obtain feedback from patients, in addition to the FFT and feedback forms we have in surgery. We also regularly review NHS Choices. The PPG have been involved in discussing the priority areas and are working together with practice staff to address them.

As detailed during our recent meeting with the area team, we have done lots of work this year on addressing issues raised by patients, in particular, the national patient survey – the PPG were aware of the issues raised and supported us on the work we carried out.

Please return this completed report template to the generic email box – [england.ahwat-pc@nhs.net](mailto:england.ahwat-pc@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.