

Annex D: Standard Reporting Template

Lancashire Area Team
2017/18 Patient Participation Enhanced Service – Reporting Template

Practice Name: Burscough Family Practice

Practice Code: P81138

Completed by: Burscough Family Practice

Date:

Signed on behalf of PPG:

Date:

Please confirm that the report has been published on the practice website by
information)

YES/NO (If no, please provide further

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

Does the Practice have a PPG? YES / NO	YES
Method of engagement with PPG: Face to face, Email, Other (please specify)	VIRTUAL
Number of members of PPG:	117

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1423	1358
PRG	37%	57%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	425	209	258	306	441	370	439	311
PRG	0%	3%	8%	13%	19%	20%	11%	20%

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	99%							
PRG								

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

- **Ensuring that all patients who attend the surgery are aware via advertising of the PPG and also via our website where patients are able to sign up**

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:

- **By advertising in the reception area for all patients to sign up to the PPG should they wish to participate**

2. Review of patient feedback

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

- **Friends and Family**
- **General Practice Assessment Survey**

How frequently were these reviewed with the PRG?

- **Annually**

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ul style="list-style-type: none">- Updating Patient services
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">- Asking patients if they were aware of patient access online service- Asking patients if they were aware the GP extended access service
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">- Raising awareness of up to date services available to patients, including management of the online prescriptions and the availability of accessing appointments out of surgery hours

Priority area 2

Description of priority area:

- **Role of medicine co-ordinator**

What actions were taken to address the priority?

- **Asking patients for feedback on the awareness of the role of the medicine co-ordinator and whether they are aware that their medication is reviewed regularly**

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

- **Raising awareness of the work of the medicine co-ordinator, to ensure efficiency to patients.**
- **Ensuring patients that their prescription medication gets reviewed regularly and highlighting the importance of attending reviews when required**

Priority area 3

Description of priority area:

- **Virtual Patient Participation Group**

What actions were taken to address the priority?

- **Raising awareness and encouraging patients who are not currently signed up, to join the virtual patient participation group**

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

- **An increase in patient participation members; to result in a good cross section of patients for feedback and suggestions.**

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):

- **Patients are continually encouraged to provide feedback and express their opinions and requests.**
- **We are also continuously looking to improve the waiting room facilities by updating patient information with posters and information leaflets to ensure Patients are offered the most recent health advice and options available to them.**
- **Patients have been encouraged, via advertising in the waiting room and the practice website, to cancel appointments that are no longer necessary, which has also resulted in a reduced number of patients who 'did not attend'.**
- **We have also been successful over previous years in highlighting our virtual participation group and continually striving to obtain a good cross section of the patient population.**

PPG Sign Off

Report signed off by PPG: YES/NO

YES

Date of sign off:

03/02/2018