

## Annex D: Standard Reporting Template

NHS Greater Manchester  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Garnet Fold Practice

Practice Code: P82009

Signed on behalf of practice:

Date: 20/03/2015



Dr J A Varker

Signed on behalf of PPG:



Mr. N Biney

Date:

25/03/15

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>face to face &amp; telephone</b>											
Number of members of PPG: <b>19</b>											
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	2977	3012	Practice	1152	542	779	737	817	712	677	573
PRG	8	11	PRG		1	1	2	1	3	9	2

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								
PRG	16					1		

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG	1									1

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:

The group is representative of our Practice population. We specifically invited patients to join the group to ensure we has representatives of both young and old and a mixture of ethnic backgrounds

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:

1. Review of patient feedback

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

- Written and emailed replies from members of PPG in response to us contacting them with information and plans about the Practice.
- On going responding to feedback and complaints / concerns left in waiting room box
- Practice discussion of issues brought up during consultations and telephone consultations with doctors.

How frequently were these reviewed with the PRG? 6 monthly

1.

Priority area 1
<p><u>Publicised the need to keep A&amp;E for real emergencies</u></p>
<p>What actions were taken to address the priority?</p> <ol style="list-style-type: none"><li>1) Practice developed and produced a 'Guide to Services' leaflet which was given to all elderly patients. This information was also included in the Patient News Bulletin and on our website.</li><li>2) Introduced a 'Childhood Illness Booklet' for parents of children under 5 years as a pilot scheme. The booklet gives information on illnesses and who to contact for assistance.</li><li>3) Displays in waiting room and in News Bulletin.</li></ol>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"><li>• Information included in Patient News Bulletin and booklets well supported by PPG</li><li>• Evaluation of pilot scheme currently being carried out – results to be publicised in Patient News Bulletin</li></ul>

## Priority area 2

### Improve Patient Access

What actions were taken to address the priority?

- 1) Increased the number of telephone consultations with the GP and publicised the reasons consultations can be booked
- 2) Introduced 'FLU Saturday' opening the main surgery on Saturday where Flu vaccinations were carried out

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

- 1) More patients using telephone consultations – information included in Patient News Bulletin. To further develop this service with introduction of telephone triage system.
- 2) PPG reported FLU Saturday was a good service for people who worked during the week or who worked shifts.

Priority area 3

Introduced Clinics to take Blood Tests at Main & Branch Surgery

What actions were taken to address the priority?

Following numerous requests to carry out this service at the surgery the Practice appointment a further Health Care Assistant, and following training, introduced sessions at the main surgery in October 2014 and then the branch surgery January 2015.

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

The patients welcomed the introduction of this service. Much more convenient to attend the surgery. No parking charges.

## 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):

In 2013/14 we aimed to publicise the on-line booking and cancelling of appointment and ordering repeat medication. We now have over 600 patients registered to use this service.

Following repeated requests to carry out blood tests at the surgery, with changes to the surgeries and additional staff training this has been introduced in 2014/15, not only at the main surgery but also at the branch surgery in 2015.

2. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

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

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

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

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