

Annex D: Standard Reporting Template

Birmingham, Solihull & Black Country Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Ridgacre House Surgery

Practice Code: M85172

Signed on behalf of practice:

Date: 16/3/15

Signed on behalf of PPG:

Janet Haines (chair)

Date: 16.3.15

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																																					
Number of members of PPG: 16																																					
Detail the gender mix of practice population and PPG:	Detail of age mix of practice population and PPG:																																				
<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>4376 48%</td> <td>4662 52%</td> </tr> <tr> <td>PRG</td> <td>5</td> <td>11</td> </tr> </tbody> </table>	%	Male	Female	Practice	4376 48%	4662 52%	PRG	5	11	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>2121 23%</td> <td>816 9%</td> <td>1345 15%</td> <td>1413 16%</td> <td>1275 14%</td> <td>773 9%</td> <td>677 7%</td> <td>618 7%</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td></td> <td>2</td> <td>3</td> <td>6</td> <td>5</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	2121 23%	816 9%	1345 15%	1413 16%	1275 14%	773 9%	677 7%	618 7%	PRG					2	3	6	5
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Detail the ethnic background of your practice population and PRG: 817 9% Unknown/Not recorded

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	5672 63%	109 1%	0	346 4%	200 2%	36 0.4%	69 0.8%	97 1%
PRG	16							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	474 5.3%	121 1.3%	26 0.3%	97 1%	207 2.3%	255 3%	370 4%	77 0.9%	8 0.1%	57 0.6%
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 advertise and promote PPG membership to all our patients and have accepted everyone who has volunteered

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:

PPG suggestions, Patient feedback survey from Q1 2014, Family & Friends survey feedback, comments from patients suggestion box, patient complaints, feedback from NHS choices

How frequently were these reviewed with the PRG? Patient feedback is discussed at each PPG meeting (6 times per year).

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Engage the PPG group with initiatives that support the practice in helping our patients</p> <p>Encouraging members of PPG to set up list of volunteers who can assist patients on busy clinical days + provide links between them + staff. ? opportunity to recruit new members.</p>
<p>What actions were taken to address the priority? The PPG have spent time in our waiting area speaking with patients and gaining feedback. Future help will focus on obtaining FFT feedback, promoting the check in screen and encouraging on-line registration for on-line booking of appointments and prescriptions.</p>
<p>Result of actions and impact on patients and carers (including how publicised): Patients being engaged with practice and encouraged to provide feedback.</p>

Encouraging members of PPG to set up list of volunteers who can assist patients on busy clinical days + provide links between them + staff. ? opportunity to recruit new members.



Priority area 2

Description of priority area: Involvement of PPG members with BECGG by sending representatives to AGM, conferences + other organised events. This enables latest news + NHS reforms to be relayed back. Also members can network with other representatives from surgeries within group.

What actions were taken to address the priority?

Members have attended several such meetings + outcomes have been minuted + discussed.

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

Information from such meetings have been brought back, + discussed ~~at~~ with PPG members.

Flyers + sheets from various support groups have been added to patient information board.

Priority area 3

Description of priority area:

To reach out & recruit all age groups within the practice
Engage with Local Community Centre (Quinborne) where a diverse number
of social activities take place & mother/baby groups. Keep Fit, Luncheon Clubs

What actions were taken to address the priority?

Liaise with management to advertise
PPG on noticeboards.

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

Use of noticeboards

Use of social media

Use of community centre

Use of local groups

Use of local groups

Use of local groups

Use of local groups

Use of local groups

Use of local groups

Use of local groups

Use of local groups

Use of local groups

Use of local groups

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):

Have introduced an early morning session (starting at 7.30am) and a lunchtime session following patient feedback.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 16th March 2015

How has the practice engaged with the PPG: Several meetings organised by the practice.

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

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? Improved communications

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

[Handwritten notes and signatures in the bottom section of the form, including names like 'PPG' and '16/3/15']