

Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Pontesbury Medical Practice

Practice Code: M82030

Signed on behalf of practice: Heather Brown Date: 26.3.2015

Signed on behalf of PPG: Margaret Beckett Date:

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: 14																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>3485</td> <td>3640</td> </tr> <tr> <td>PRG</td> <td>3</td> <td>11</td> </tr> </tbody> </table>	%	Male	Female	Practice	3485	3640	PRG	3	11	<p>Detail of age mix of practice population and PPG:</p> <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>1178</td> <td>567</td> <td>637</td> <td>760</td> <td>1101</td> <td>1038</td> <td>953</td> <td>824</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td></td> <td>2</td> <td>0</td> <td>7</td> <td>5</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1178	567	637	760	1101	1038	953	824	PRG					2	0	7	5
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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	7078	0	0	12	5	5	5	7
PRG	14							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	8	1	0	4	2	0	0	0	0	0
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 continue to make all new patients aware of the Patient Participation Group when they register with the practice. We also permanently display posters inviting new members to join the group. In addition we have details of the patient Group on our website and in our Practice leaflet

This year in particular the group have worked hard at raising their profile through articles in local village newsletters and holding coffee mornings at the practice. They have previously purchased banners advertising the group which are displayed at any event they arrange. We have seen a change in some of the committee members this year but have also been pleased to welcome some former members back as well as welcome some new members.

Our practice population, whilst it has increased in size still remains to have a low level of ethnicity other than white British.

The age profile of the Patient Participation Group still does not completely meet having full representation of all age groups; we are finding it very difficult to recruit anyone from the 16 – 24 age range.

<p>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?</p> <p>NO</p> <p>If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:</p>

2. Review of patient feedback

<p>Outline the sources of feedback that were reviewed during the year:</p> <p>Friends & Family – paper & electronic survey Feedback on choices website Comments Box Adhoc letters from patients Recording comments from patients</p>
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How frequently were these reviewed with the PRG? Annually & at regular PPG meetings

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: To improve patient access</p>
<p>What actions were taken to address the priority? We had 18 months of telephone triage, we received negative feedback so returned to the direct booking method</p>
<p>Result of actions and impact on patients and carers (including how publicised): Increased patient satisfaction</p>

Priority area 2

Description of priority area:
Lack of local Health promotion Events

What actions were taken to address the priority?

Reintroduced providing an external expert speaker to speak at open meetings regarding health issues

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

Feedback from PPG, promoted by PPG by newsletters, posters and invitation

Priority area 3

Description of priority area:

Dossette Boxes, increase requests to supply boxes as a safety issue for some elderly and confused

What actions were taken to address the priority?

Provision of equipment to supply the boxes, increased free delivery to patients

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

Positive feedback from patients, increased patient safety

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):

Previous issues have been appointment availability and waiting times. Practice has adapted our appointment system and improved telephone feedback in response to patient feedback

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26/3/15

How has the practice engaged with the PPG: Yes

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? yes

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

The practice is willing to listen to ideas and suggestions, always feedbacks to the PPG and acts where and when it can