

# Annex D: Standard Reporting Template

NHS England South Yorkshire and Bassetlaw Area Team  
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Field Road Surgery

Practice Code: C86037

Signed on behalf of practice: Dr M Wilkinson

Date: 24.02.2015

Signed on behalf of PPG: Mrs R Holdsworth Chair PPG

Date: 24.02.2015

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																																					
Number of members of PPG: 10																																					
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: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>49%</td> <td>51%</td> </tr> <tr> <td>PRG</td> <td>20%</td> <td>80%</td> </tr> </tbody> </table>	%	Male	Female	Practice	49%	51%	PRG	20%	80%	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%;">&lt;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%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>19.60</td> <td>10.25</td> <td>11.54</td> <td>11.06</td> <td>14.14</td> <td>10.66</td> <td>13.44</td> <td>9.31</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>30</td> <td>20</td> <td>30</td> <td>20</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	19.60	10.25	11.54	11.06	14.14	10.66	13.44	9.31	PRG	0	0	0	0	30	20	30	20
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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	10281	18	0	122	0	0	0	0
PRG	10	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	10	5	0	16	23	31	0	1	0	4
PRG	0	0	0	0	0	0	0	0	0	0

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:

Communication with local schools, play groups and nurseries to encourage younger patients with children to join the group.  
 Practice newsletter and website have encouraged younger working age patients to join the PPG  
 Notices in the practice asking for volunteers for the group

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:

Patient survey  
NHS Choices feedback  
Individual patient feedback to the PPG and to the practice  
Friends and Family test reports

How frequently were these reviewed with the PRG?

Annually for the patient survey and nhs choices. FFT reviewed in February 2015. Individual feedback at the following PPG meeting after the feedback was received by the PPG member.

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Dementia</p>
<p>What actions were taken to address the priority? Dementia event held by the PPG to raise awareness of the issue in October 2014</p>
<p>Result of actions and impact on patients and carers (including how publicised): Communication with patients and carers at the event. Information provided in the practice newsletter and website, practice notices, and posters in the local community. Event to be repeated in 2015.</p>

## Priority area 2

### Description of priority area:

Replacement seating to be provided at the branch surgery for older patients.

### What actions were taken to address the priority?

Bid made by the practice to the Primary Care Infrastructure Fund for the replacement of the existing branch surgery. The new surgery will provide age appropriate seating.

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

PPG originally agreed that the seating should be replaced with higher seating as it needs replacement. PPG have now requested that seating should be replaced. Bid to the Primary Care Infrastructure Fund if successful will replace the seating. If the bid is not approved the practice will replace the seating.

### Priority area 3

#### Description of priority area:

The provision of routine appointments from 08.15 to 08.30. The practice currently provides an emergency service in this period.

#### What actions were taken to address the priority?

The practice was asked to look at the possibility of providing routine appointment from 08.15 onwards. Routine appointments are currently provided from 08.30. Practice management are looking at extending staff hours to cover from 08.00 onwards.

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

If this change to operational arrangements is agreed it will be communicated to all patients through the patient newsletter, practice website and posters.

## 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):

### PPG priorities for 2013/2014:

- 1.0 Customer care – customer care training provided for all practice staff
- 2.0 Communication – communication with patients improved through a regular newsletter and an updated practice website
- 3.0 Confidentiality – the provision of a screen at the branch surgery was originally requested by the PPG. This request was reviewed by the PPG.
- 4.0 Seating at the branch surgery – when seating is replaced at the branch surgery it will be replaced by higher seating with arms.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24 February 2015

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?

1.0 Communication with local groups to encourage attendance. Requests in the practice newsletter, website, and posters for working age volunteers for the PPG

2.0 Patient Survey, nhs choices website, iWantgreatcare website, friends and family test

3.0 Yes – discussion at the PPG meeting held on 4 November 2014

4.0 Dementia event held in 2014. Customer care for all practice staff. Improved communication through newsletters and website.

5.0 PPG has developed into a highly effective 'critical friend' to the practice