

Annex D: Standard Reporting Template

[Name] Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Showell Park Health & Walk-In Centre

Practice Code: Y02736

Signed on behalf of practice: Ryan Parkes

Date: 31/03/2015

Signed on behalf of PPG:

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										
Number of members of PPG: 3										
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:					
%	Male	Female								
Practice	48%	52%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	33%	66%	32.9%	12.5%	19%	15.8%	10%	4.8%	2.5%	2.5%
			PRG	66%						33%

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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								
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: We have a notice board in the surgery that welcome any member of the public to join the PPG and ask patients to join at any opportunity and we have approached local nursing and care homes.

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: Friends & Family test, complaints, NHS Choices

How frequently were these reviewed with the PRG? When any of these would come up we would discuss this at the next meeting

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Appointment system. People said that it was difficult to get an appointment with a regular Dr.

What actions were taken to address the priority?

We have changed the appointment system so that the GP's that we have are given more appointments to see registered patients.

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

Patients seem to be waiting less to see the GP that they want.

Priority area 2

Description of priority area:

Calling the Surgery. Patients weren't happy that they couldn't get through in the morning especially, saying that the line was engaged.

What actions were taken to address the priority?

We now transfer calls that are coming in to another phone if the main line is being used.

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

Patients are happier that they can get through more easily, and we are looking if this can be done to more phone to help out even more.

Priority area 3

Description of priority area:
EPS

What actions were taken to address the priority?

EPS is a new way that patients can get medication, after ordering a prescription with the surgery they no longer need to come back to the surgery to pick up the prescription as it will be electronically sent to the pharmacy of their choice.

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

We did have some teething issues when this system started but it seems to be well liked by the patients now and the sign up for it is quite high. We are still asking patients if they are wanting to use the service and they can go to a pharmacy of their choice which they also seem to like.

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):

4. 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?