

Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Holbeach Medical Centre

Practice Code: C83028

Signed on behalf of practice: V A Watkin

Date: 19.03.2015

Signed on behalf of PPG: E Keeling

Date: 20.03.2015

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 , email and post											
Number of members of PPG: 5 board members : 11 core members and 147 perimeter											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	51	49	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	50	50	Practice	1290	678	753	854	1199	1003	1049	1019
			PPG	0	6	6	11	24	28	52	20

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	7550	6	0	215	6	14	8	7
PPG	145	0	0	1	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	20	1	1	15	6	5	1	1	1	1
PPG	1	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:

All patients who register with the practice are invited to join our Patient Participation Group. A leaflet and registration form for joining the PPG are in our new patient registration pack.

Also patients visiting the practice are invited to join. Patient may also join online via our website.

Posters are displayed on our PPG notice board and also periodically on our information screen. Details of our PG group are also included in our quarterly newsletter and the practice leaflet.

<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? 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>Email., patients questionnaire., face to face consultations and opportunistic. Our PPG group will also sit in our waiting room speaking to other patients.</p>
<p>How frequently were these reviewed with the PRG?</p> <p>Feed back would be on each months agenda and also via our PPG email with the ppg quarterly newsletter</p>



3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: obtaining appointments</p> <p>From feed back from our patients questionnaires and family and friends test our patients main concern is obtaining appointments. Unfortunately we have had 2 practice nurses left within 4 months and we are unable to offer nurse triage.</p>
<p>What actions were taken to address the priority?</p> <p>We now have one nurse started on the 5th January 2015 and another nurse commencing employment with our practice on the 23rd March 2015. As these are not experienced in practice nurse work, training must be arranged. Appointments we have a duty GP who has no pre booked appointments on the day, this enables patients who walk in they are given an appointment. One of our GP has attended to become a GP trainer this will enable us to become a training practice. We now have a Health Care Support Worker which supports our practice nurses and Doctors</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>There has been no impact on patient care so there was no need to publicise. Other practice nurses covered extra nursing hours. Our Health Care Support Worker has supported our practice nurses through these 2 months.</p>

Priority area 2

Description of priority area: Information TV

What actions were taken to address the priority?

PPG highlighted an information TV screen within the waiting room would advise patients of health issues., to sign post these areas where our patients would be able to access various services. Advice on certain health issues., healthy eating., exercise etc Useful telephone numbers. Advertise services within the practice.

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

Information advertised on a TV screen within the practice would help to education patients of their health requirements. Advise patients services provided within the practice. Advice for patients and their carers. PPG have publicised within the practices quarterly newsletter regarding an information TV.

Priority area 3

Description of priority area:

During our monthly PPG meetings the practice manager always gives

A report on the number of patient who have not attended for their appointment. Friends and family test is reported back monthly.

Manager has now arranged a PPG notice board for their use to promote any PPG issues for our patients.

Practice Manager also inputs information for the PPG newsletter with the news correspondant.

Any practice issues that the PPG may need to be aware of.

What actions were taken to address the priority?

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

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

Date of sign off:

Has the report been published on the practice website? YES

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?

Please return this completed report template to the generic email box – england.leiclincsmedical@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.