Annex D: Standard Reporting Template

[Name] Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Parkgate Medical Centre**

Practice Code: C87013

Signed on behalf of practice: Trevor C Ledger Date: 20th March 2015

Signed on behalf of PPG: Date:

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

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| Does the Practice have a PPG? YES / NO | |
| Method of engagement with PPG: Face to face, Email, Other (please specify): Face to face; e-mail, post | |
| Number of members of PPG: 7 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49.6 | 50.4 | | PRG | 0.03 | 0.19 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 18.7 | 9.4 | 13.4 | 12.0 | 14.8 | 12.9 | 9.8 | 9.0 | | PRG | 0 | 0 | 0 | 0 | 0.3 | 0.2 | 0.3 | 0 | |
| 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 | 7 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 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: | |
| 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? YES/NO  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Patient Participation Group meetings are held at quarterly intervals throughout the year.  The Practice commenced Friends & Family Test in December 2014. |
| How frequently were these reviewed with the PRG? Quarterly |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: (Short term priority) - To enable patients to book appointments online. |
| What actions were taken to address the priority?  Our clinical system (SystmOne) and the Practice website have been configured to allow patients to access a selection of GP appointments which can be booked via the Practice’s website. Patients are required to register for access to this with the Practice prior to use. |
| Result of actions and impact on patients and carers (including how publicised):   * Link to online appointment booking provided on Practice website. * Patients visiting surgery advised via Jayex information board & notices in surgeries. * Patients enabled to exercise greater freedom of choice in how they wish to book their GP appointments. |

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| Priority area 2 |
| Description of priority area: (Short term priority) To enable patients to access their summary care record online |
| What actions were taken to address the priority?  Our clinical system (SystmOne) and the Practice website have been configured to allow patients to access information about their medication(s), allergies and any adverse reactions. Patients are required to register for access to this with the Practice prior to use. |
| Result of actions and impact on patients and carers (including how publicised):   * Link to online access to summary care records provided on Practice website. * Patients visiting surgery advised via Jayex information board & notices in surgeries. * Greater transparency about sharing of information and allowing patients to view elements of their summary care record online. Patients are required to register for access to this with the Practice prior to use. |

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| Priority area 3 |
| Description of priority area: (Long term) – Refurbish waiting area at main surgery. To include re-decoration, making the area more ‘inviting’ for patients by replacing existing seating, replacement of dark wooden doors along clinical corridor; upgrade lighting in corridor. Possible relocation of Jayex board. |
| What actions were taken to address the priority?  Awaiting availability of funding opportunity to facilitate the undertaking of the above project.  A *Book Club* has been introduced by our Patient Participation Group which allows patients to swap reading material. |
| 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):

* Patient Participation Notice Board for waiting area – no progress to date, due to limited wall space and availability of funds.
* Our Practice’s Patient Participation Group is represented at the Rotherham CCG Public Participation Group meetings.
* We have drawn up and agreed terms of reference with our Patient Participation Group members.
* We have drawn up and agreed a Mission Statement with our Patient Participation Group members
* Our Patient Participation Group was actively involved in the Practice’s fluu vaccination event during the Autumn of 2014.
* Plans to improve the waiting area at our Parkgate surgery remain ongoing and are still a key long – term priority for the practice.

1. PPG Sign Off

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| Report signed off by PPG: YES/NO Report to be signed off at next Quarterly Patient Participation Group meeting, scheduled for Wednesday 18th April 2015.  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?   * The Practice engages with its established PPG principally through having Quarterly meetings at the main surgery. If members are absent, then minutes are circulated to them electronically wherever possible. * The PPG is advertised on Jayex boards at the practice and new members are always welcome to join. * We receive feedback through compliments, complaints and more recently have started using Friends and Family Test cards in place of the annual patient survey. * The PPG has been involved in the agreement of the priority actions shown above. * We now have a designated member of our own reception team who has recently agreed to take on the role of ‘Carers’ Champion’. * The waiting room refurbishments will be considered whenever sufficient funding becomes available. |