

Annex C: Standard Reporting Template

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

Practice Name: Highfield Surgery

Practice Code: C82116

Signed on behalf of practice: Dr P Wadhwa

Date: 29/3/2015

Signed on behalf of PPG: Mr Ballu Patel

Date: 29/3/2015

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, Other (please specify) Face to Face											
Number of members of PPG: Seven											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	1807	1504	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	5	2	Practice							174	134
			PPG			1	1	2	2	1	

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								
PPG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG	4		3							

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:

Advertised on Notice Board in waiting area.

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:

NO

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- Improve Telephone access
- DNA appointments
- Health promotional meeting before flu vaccination has been planned
- Opening surgery building for patients who are waiting outside prior to surgery opening hours. (e.g in bad weather conditions)

How frequently were these reviewed with the PRG?

Every two months.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ul style="list-style-type: none">• DNA Appointments
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• Text reminder to patients• Doctors makes a phone call to patient who have not attended the appointment• DNA notice on waiting area
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• According to PPG the DNA rate is getting better.

Priority area 2

Description of priority area:

- Health promotional meeting before flu vaccination has been planned

What actions were taken to address the priority?

- Will be arranged in September 2015

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

N/A

Priority area 3

Description of priority area:

- Telephone Access

What actions were taken to address the priority?

- Practice to organise the waiting message on phone line so patient does not get engaged tone but has voice message.

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

- The voice message has worked well.
- Patient / PPG are happy with the change.

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: 30/3/2015

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? Yes

Has the practice received patient and carer feedback from a variety of sources? YES (FFT and survey)

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? As above

Do you have any other comments about the PPG or practice in relation to this area of work? NO

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.