

Annex D: Standard Reporting Template

Cheshire, Warrington & Wirral Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Dr Wadsworth & Partners**

Practice Code: **N81007**

Signed on behalf of practice (type name): **Debbie Coombes**

Date: **13th March 2015**

Signed on behalf of PPG (type name): **Holes Lane & Manchester Rd PPG**

Date: **13th March 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, email, posters and fliers in waiting room, on practice website													
Number of members of PPG: 14													
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:								
	%	Male	Female			<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
	Practice	5451	5204		Practice	1785	977	1322	1461	1676	1430	1233	771
	PRG	3	11		PRG	0	0	0	1	3	2	7	1

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	4308	26	0	147	12	5	19	11
PRG	7			7				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	74	12	4	24	18	4	2	6	0	6
PRG										

Not Stated	686
Not known	5291

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 advertise to all patients, ask existing members to pass on at meetings they attend or groups they are part of. Doctors ask patients ad hoc in consultations and are constantly doing this

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:

All feedback is discussed at in-house meetings and ideas/issues looked at

How frequently were these reviewed with the PRG?

Following all PPG meetings, feedback is raised at staff (every 2 months) and partners meetings (every 6 weeks) and reviewed with the PRG at the following meeting

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Telephone number

What actions were taken to address the priority?

Meetings with telephone supplier, quotes from alternate telephone suppliers. Tied into contract til 2016 when it will not be renewed and an alternate supplier will be commissioned

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

All service users advised of local number, System Online and Patient Partner.

ALL appointments are available to anyone using the service (whether that be personally, online or by telephone)

Priority area 2

Description of priority area:

Car parking

<p>What actions were taken to address the priority? Contacted council regarding plot of land to front of building – not for sale</p>
<p>Result of actions and impact on patients and carers (including how publicised): Practice already provides a reasonable car park – markings renewed and disabled spaces allocated</p>
<p>Priority area 3</p>
<p>Description of priority area: Privacy around reception desk</p>
<p>What actions were taken to address the priority? Premises Grant application was approved, plans and invoices submitted, work underway and reception and seating layout being adapted to try to ensure one patient at a time at reception and more privacy</p>
<p>Result of actions and impact on patients and carers (including how publicised): To be reviewed once all work completed</p>

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):

<p>Production of newsletters: Now being developed by individual members of the group, rather than the practice Disabled parking spaces: As per previous requests, this has now been actioned Online appointment bookings and prescription requests: In place, more patients registering and complimenting Automated check-in: Have one at Holes Lane surgery, requested by Cluster Group for branch surgery – to be reviewed Music at branch surgery (noise reduction): Music was played to try to alleviate noise, GP retired, seating layout to be changed to reduce – to be reviewed again once work done</p>

4. PPG Sign Off

Report signed off by PPG: **YES/NO**

Date of sign off: 31.3.15

How has the practice engaged with the PPG:

3 meetings annually, newsletters, surgery adverts, verbal, email,

How has the practice made efforts to engage with seldom heard groups in the practice population?

Adverts/posters/website/multi lingual literature availability

Has the practice received patient and carer feedback from a variety of sources?

NHS Choices, Comments/Suggestions box, Complaints procedure and forms

Was the PPG involved in the agreement of priority areas and the resulting action plan?

All the priority areas were suggested by PPG delegates and actioned accordingly where appropriate

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Patients are more informed and are using the systems available to enhance their journey of care

Do you have any other comments about the PPG or practice in relation to this area of work?

No