

Annex D: Standard Reporting Template

Lancashire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr Jha's Surgery

Practice Code: P81647

Completed by: Asha Jha

Date:31.3.2015

Signed on behalf of PPG:

Date:

Please confirm that the report has been published on the practice website by 31st March 2015

YES

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: 5

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1002	829
PRG	4	2

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice								
PRG				1	1	1	1	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								
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 asked patient to join our PPG by the following methods:

- **Poster was displayed in the patient waiting area**
- **Included in the Practice leaflet**
- **Verbally asked when visiting the surgery**
- **Now Included in the website**

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:

Discussion in the meeting with PRG

How frequently were these reviewed with the PRG?

2 times a year

3. Action plan priority areas and implementation

Priority area 1
Description of priority area:
Offer health Check to all patients age 75 years and over
What actions were taken to address the priority? <ul style="list-style-type: none">• Special dedicated clinic for this age group was organised• A member of staff was in charge of organising and inviting patient to attend for health check• Hired a retired practice nurse to run this clinic• Carried out home visit where necessary
Result of actions and impact on patients and carers (including how publicised): <ul style="list-style-type: none">• Included in the practice leaflets• All (except patient declined) had their 75 and over health check completed• New registration of this age group will have same health check

Priority area 2

Description of priority area:

Have Practice website- suggested by CQC

What actions were taken to address the priority?

- Website was designed and built by professional agency
- Website is up and running

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

- Not measurable at present
- We do have a displayed poster in the waiting room

Priority area 3

Description of priority area:

Saturday am opening

What actions were taken to address the priority?

Under Increased Access services, practice open alternate Saturday morning for 3 hrs.

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

- Popular among the patient
- Patient who finds it difficult during core hrs attended Saturday am

- Poster in the waiting room
- Reception staff notify Patient
- On the website

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):

Promptly answering the telephone at reception
Advance booking of appointments –explained
Weekend opening eg Saturday am
Have access to a Female doctor - appointed to run session monthly

What actions were taken to address the priority?

Reception staff is instructed to answer telephone promptly – no later than the 3rd ring
Female patient wishes to see female doctor, they can do so now

Patients can book appointment up to 4 wks in advance
Practice was open additional hrs during the winter months alternate Saturday

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

All reception staff answers telephone promptly (no later than 3 rings)
Patients are aware that they can book ahead
Saturday's surgery is popular among the patients

4. PPG Sign Off

Report signed off by PPG: 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? Have not got any

Has the practice received patient and carer feedback from a variety of sources? Not really

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? Additional access time and clinics, female gp appointment available

Do you have any other comments about the PPG or practice in relation to this area of work? We are finding difficult in engaging different ethnic back ground, attendance rate is low.

Please submit your report to: england.lancsat-medical@nhs.net by 31st March 2015