

# Annex C: Standard Reporting Template

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

Practice Name: Dr Lewis & Dr Patel

Practice Code: C82052

Signed on behalf of practice: A Ingle

Date: 18/03/2015

Signed on behalf of PPG: A Barratt

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, Other (please specify) A mix of face to face and email											
Number of members of PPG: 6											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	52%	48%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	50%	50%	Practice	17%	9%	12%	13%	16%	12%	12%	9%
			PPG	0	0	0	0	0	33%	17%	50%

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	84%	1%	0	0	1%	0	1%	1%
PPG	100%	0	0	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	1%	0	1%	1%	1%	1%	1%	1%	0	0
PPG	0	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:

The recruitment process for the PPG is open to everyone, this is conducted by a poster in the waiting area, word of mouth by staff members, a section on the website. There are information slips available for staff members to hand out to patients. We feel that by taking an open approach and advertising to all we are taking steps to ensure the group is representative 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

No

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

N/A

## 2. Review of patient feedback

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

NHS Choices  
Patient Complaints  
Friends and Family test

How frequently were these reviewed with the PRG?

General discussions at quarterly meetings summarising feedback.

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Increase the membership of the PPG to have a fair representation of the current practice population</p>
<p>What actions were taken to address the priority?</p> <p>The recruitment process for the PPG is open to everyone, this is conducted by a poster in the waiting area, word of mouth by staff members, a section on the website. There are information slips available for staff members to hand out to patients. We feel that by taking an open approach and advertising to all we are taking steps to ensure the group is representative of the practice population.</p> <p>We also used the website to encourage patients to become part of a virtual group, communicating via email.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The group increased in membership from 4 members to 6 members. This will be publicised on the practice website in a summary of achievements for 2014.</p>

## Priority area 2

### Description of priority area:

To make improvements to the website to include health promotion areas

### What actions were taken to address the priority?

A member of the PPG reviewed other practice websites for ideas, as did the practice manager.

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

Information was added to the website regarding current health promotion areas, for example during the flu season the details of this were added to the website.

Information regarding summary care records and over 75 named GP was also added.

This action point is still ongoing, we are currently in discussions with website providers as we would like to change our site to a more eye catching and “friendlier” look.

### Priority area 3

Description of priority area:

To encourage the use of online services, booking appointments and ordering prescriptions online. Electronic Prescribing Service

What actions were taken to address the priority?

Noticeboard to promote the above services, word of mouth encouragement of staff to promote the online services

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

Increased numbers using the services, by using the online services it is hoped that the patient service is smoother and more accessible. For example patients can book appointments outside of practice opening hours. Patients can also cut out the need to attend the surgery to drop off and collect a prescription if they combine ordering the prescription online with having a nominated pharmacist through the electronic prescription scheme.

## 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):

Previous actions undertaken from the PPG were to review the appointments system, this was undertaken and changes to availability resulted.  
Phlebotomy also moved fully to an in house service as a result of increased capacity  
Car parking signage has been provided and steps are taken to ensure unauthorised parking is discouraged.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20/03/2015

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

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? Improved access to online services

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