

Annex C: Standard Reporting Template

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

Practice Name: Primecare Medical Centre

Practice Code: F81623

Practice website address: www.primecaremedicalcentre-grays.nhs.uk

Signed on behalf of practice: Dr. H. Kadim

Date: 25/3/2015

Signed on behalf of PPG: Mr. Michael Riley

Date: 25/3/2015

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 and E-mail
Number of members of PPG: 2

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	53%	47%
PRG	0.08%	0

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	20%	9%	14%	16%	15%	11%	10%	5%
PRG	0	0	0	0	0	0	0.08%	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	1,292	7	0	12	8	161	8	13
PRG	2	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	87	23	17	7	20	116	4	6	1	93
PRG	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:

Notices are put up in our waiting room and we send out SMS messages to patients to join our PPG. The SMS messages cover gender, age, ethnic background and other members of the patient population. Our reception staff and doctor ask patients to join our group when they come in for appointments.

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:

Feedback via our Website
Feedback via reception staff
Feedback from our PPG

How frequently were these reviewed with the PRG? **Still to be reviewed**

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

The highest priority is to get more patients involved.

What actions were taken to address the priority?

The PPG discussed how we could encourage younger patients and patients from ethnic groups to join the PPG.

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

SMS messages were sent to patients to ask them to join the Group. Unfortunately no new representatives were found. The PPG will continue to encourage new representation. A table will be set out in the car park in the summer to meet the patients and to encourage new representation by showing patients what is involved.

Priority area 2

Description of priority area:

The need to reduce the DNAs of appointments at the practice so that it is easier to get one.

What actions were taken to address the priority?

A sign was put up in the waiting area showing the number of patients that DNA appointment in the surgery. They were contacted and asked why and to please cancel their appointment if not needed.

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

Fewer DNA have been reported this gives other patients more chance to get an appointment when needed.

Priority area 3

Description of priority area:

To ensure that everything that is needed is in place for the visits from Healthwatch and the CCG.

What actions were taken to address the priority?

The PPG attended the surgery to check the waiting area to ascertain if the information displayed in the surgery was current and relevant.

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

Information is up-to-date and meets patients and carers needs.

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):

We have one new member of our PPG who attends meetings and represents our surgery.

We have reduced the amount of DNAs of appointments.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25/3/2015

How has the practice engaged with the PPG: Practice meeting

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

Our PPG representative attends meetings with SEPT Mental Health and NELFT patient recovery group and is using this to encourage new representation.

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

Our reception staff ask the patients and carers for feedback whilst in the surgery and we have a survey available on our website.

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

Yes the PPG agreed the 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?

Appointments are easier to book due to less DNAs and information in the waiting area is easier to read.

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

We are trying to encourage more people to join the PPG even if just virtually.