

Annex D: Standard Reporting Template

**NHS England - Cumbria and the North East  
2014/15 Patient Participation Enhanced Service Reporting Template**

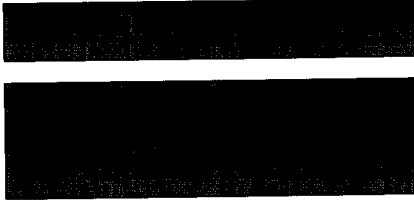
Practice Code:

CCG:

Practice Name:

Signed on behalf of practice:

Please confirm if the practice has received sign off from the PPG for this report	Yes
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**1. Prerequisite of Enhanced Service - Develop/Maintain a Patient Participation Group (PPG)**

Does the Practice have a PPG?	Yes
<b>PLEASE NOTE THAT IF THE PRACTICE DOES NOT HAVE A PPG SET UP THEN NO PAYMENT WILL BE MADE</b>	
DES	Face to Face
Primary method of engagement with PPG: Face to face, Email, Other (please specify)	Face to Face, Email
Please indicate all methods of engagement:	Face to Face, Email
Number of members of PPG:	5

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	2898	2901
PRG	2	3

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	75+
Practice	931	509	730	622	921	843	627	616
PRG	0	0	0	0	1	2	2	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	4800	8	0	0	4	7	37	34
PRG	5	0	0	0	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0	14	52	19	5	23	0	0	0	14
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:

All patients who register at the Practice are asked if they would like to join the Patient Group. We also accept applications to join the Patient Group on-line via our website. We display posters in the waiting room. GP's as well as staff will approach/encourage patients opportunistically when they attend the surgery to join the group. Details of the group are included in the Practice Leaflet. Despite the above actions we have had very little interest in new members joining the PPG this year. As yet the practice does not make use of social media such as Facebook or Twitter but is aware that this is a useful method of communication for some and may encourage younger patients to become more active within the group

Are there any specific characteristics of your practice population which means that other groups should be included

in the PPG?

e.g. large student population, significant number of jobseekers, large numbers of nursing homes, or LGBT community?

Yes

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

There are a large amount of Care/Residential Homes in the surrounding area. We do have contact with patients on a daily basis and they are able to feed back as needed, this can be through carers or other health care professionals.

Has the Practice developed and maintained a PPG that gains the views of of patients and carers and enables the practice to obtain feedback from the practice population?

Yes

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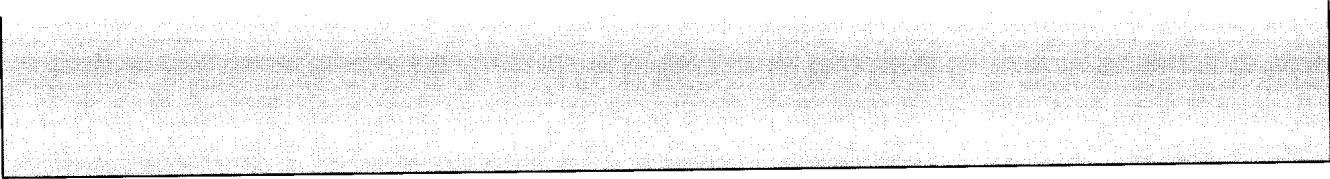
#### 2. Review of patient feedback

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

E-mail, suggestion box, patient questionnaire, face to face consultation & opportunistic, NHS Choices review pages, Friends and Family Test responses and PPG patient survey 2013/14 revisited.

How frequently were these reviewed with the PRG?

Patient concerns and issues are discussed at PPG committee meetings held 1 to 2 months – that always has a representative from the practice in attendance.



Has the PPG and practice staff reviewed patient feedback received by the practice on a regular basis?	Yes
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[Redacted]	
Has the Practice and PPG developed and agreed an action plan (based on three key areas) and agreed how the practice will implement improvements	Yes
Has the Practice publicised actions taken to practice population including providing the PPG with updates on progress and assessment of subsequent achievement within the timescales agreed.	Yes

#### 3. Action plan priority areas and implementation

##### Priority area 1

Description of priority area:

The setting up of a support group, talks for carers and informal chats.

[Large empty area for detailed description of priority area 1 implementation]

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

Based on the area Carers identified by the PPG working closely with Sunderland Carers Centre and the practice a questionnaire was carried out by all patients who used the practice over a two week period.

The patients were advised that the PPG working with Sunderland Carers Centre were trying to find ways to support carers registered with the practice. A question was asked what carers would like to have available at the practice: there was an even distribution of choice across the options i.e. a support group and talks for carers on what is available to them to meet their needs. This is one of the areas that the Patient Participation group have adopted in the action plan to take forward. It was agreed that a Carers Open Day would be held in the practice with members in attendance from Sunderland Carers Centre, "Action in Dementia" Support and a representative for Black, Minority and Ethnic member of the carers centre.

The open day was held on the 4th December 2014. This was publicised to patients by the practice Jayex board, posters in surgery and details on the practice website. Posters were also displayed at the pharmacy situated next to the surgery.

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

The overall feeling of the Carers Open Day was one of great satisfaction for all. The representatives from Sunderland Carers Centre, Action in Dementia and the BME representative were all in attendance for advice for patients attending. They also offered great tips and advice to the PPG members who were on hand for the day.

The day was attended by a good number of patients and staff members who all were able to talk to one of the representatives for advice and support. It was also an opportunity to identify new carers and make them aware of what is available for them in practice.

The PPG and Surgery both agreed that these events would be carried forward to cover other areas that would bring help and support to our patients. A summary of this event/minutes of the day have been publicised on our website and displayed on the Carers notice board within the surgery.

#### Priority area 2

Description of priority area:

The putting together of a Carers Support Leaflet



What actions were taken to address the priority?

Part of the Carers survey carried out highlighted patients were unaware of what was available to them as carers within the practice. A number of patients indicated they were a carer but did not wish this to be identified within their medical records. The PPG and the Practice agreed that by putting together a carers support leaflet highlighting what the Practice can offer and links to the Sunderland Carers site which can be handed to patients during consultations with GPs/Nurses ect. It was agreed the support leaflet may help identify the percentage of patients that find the term "carer" disparaging and those patients that do not really understand that they are carers as they see this as a duty especially when caring for family members. The leaflet will also be available at the reception desk and displayed on the Carer notice board within the surgery.

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

The Support leaflet has given an increased patient awareness of what is available to Carers within the practice by the increase in number of patients now registered with the surgery as a Carer.

The Support Leaflet is available in all consultation rooms and at the reception desk and is available to everyone not just Carers. It is also available on the Practice Website.

**Priority area 3**

Description of priority area:

Dementia Awareness in practice.

What actions were taken to address the priority?

The PPG invited a representative from Action on Dementia to talk to the PPG and representatives of the Practice regarding raising awareness of the different types of dementia and what is available to the patients of the practice. The Essence Service which is a joint initiative between Age UK Sunderland, Sunderland Carer's Centre and Sunderland CCG to provide ongoing support to people with Dementia and their Carers to enable them to have a full and active life in the community was discussed. The PPG agreed this was a very good area to promote to Staff and patients of the surgery, making them aware of the service and what is offered. The Essence Service develops a care plan for the person with dementia, which looks at what they would like to do and what the barriers are to maintaining their quality of life and independence. It also supports the Carer by developing a personal plan for them to include their needs in relation to their caring responsibility and their own personal needs and development. The PPG agreed to collate posters, leaflets to publicise in surgery and clinical rooms. It was also agreed that an open day/talk would be arranged in surgery to raise awareness around Dementia

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

A notice board has been set up in the reception area for Dementia awareness. Leaflets, posters and other services have been highlighted for patient awareness. The planning of the Dementia awareness open day is ongoing at the moment via the PPG. This will be advertised in surgery via posters, leaflets and via the surgery website when organised.

**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):

Free text

Patient survey - Confidentiality issues at reception - Glass privacy screen installed at reception. A poster was introduced to remind patients should they need a private discussion with a member of staff please ask and they will be taken to a private area.

Carers Survey - increase in numbers of carers on surgery carer register.

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#### 4. PPG Sign Off

Report signed off by PPG:

Date of sign off: 19.03.2015

How has the practice engaged with the PPG:

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

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

Was the PPG involved in the agreement of 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?

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

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? - The PPG has its own notice board which they use to promote the group. We also use the Practice website, notices, face-to-face encounters.

Has the practice received patient and carer feedback from a variety of sources? - Yes – Surveys, website, emails, letters, face-to-face & meetings

Was the PPG involved in the agreement of priority areas and the resulting action plan? - Yes, for all points

How has the service offered to patients and carers improved as a result of the implementation of the action plan? - Making our patients aware of areas available to them for help and support within the practice and what is available in the community. Other improvements relate to the impact on patient health and the practice image- by organising open days/ talks patients feel involved and