

## Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team  
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Hicks Group Practice

Practice Code: D81050

Signed on behalf of practice: Lorraine Baker

Date: 30/03/2015

Signed on behalf of PPG/PRG: Sandy Ferrelly

Date: 31/03/2015

### 1. Prerequisite of Enhanced Service Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to face and email
Number of members of PPG:	13

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	6808	6768	Practice	27	10	18	18	21	16	12	10
PPG	4	9	PPG	67	34	84	70	21	37	48	15
			PPG	0	0	0	0	1	2	7	3

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								
PPG	13							

	Asian/ Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice										
PPG										

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 practice continues to ask patients to share their email address with the Patients Group at the point of registration, however a more robust system of sharing this information with the Patients Group needs to be put in place by the practice.

The practice uses the electronic advertising in the waiting room and patient leaflet to promote the patient group.

The Patients Group has notice boards at each surgery which are regularly updated with the dates of meetings, the contact numbers of the group, the role of the patient group and forthcoming events and education evenings.

The Patient Group and the practice manager have produced the first joint newsletter to keep patients aware of what is happening in the practice and what the Patients Group current objectives are. The aim is to produce a newsletter twice a year for 2015/16 increasing to three in 2016/17.

The Patients Group has a suggestion box at each surgery and the comments are discussed at their monthly meetings.

The Patients Group has its own website which is referenced from the practice websites or through any search engine. The address of the Patients Group website is

[www.chrgpatientsgroup.co.uk](http://www.chrgpatientsgroup.co.uk) The communications team are developing a new website that they anticipate will be user friendly, will encourage patients to be more involved and provide

information for patients. The current website publishes the minutes from the meetings and the meeting dates as well as encouraging patients to provide feedback.

The Patients Group has run two education events for patients this year, Type 2 Together and Dementia Friend, at these meetings the patients group encourages patients to become members or sign up for email participation.

Despite the best efforts of both the Patients Group and the practice the representation of patients in the group still remains 40+ white british. The Patients Group has unfortunately lost two members of the group this year and have gained a new member. They are continuing to think of new ideas how to encourage new members. The ideas are listed below:

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**Recruiting new members.**

- . will the group be called **Patient** or **Patients** Group?
- . photos of members to be put on noticeboards with some info
- . large, colourful recruitment posters to be put on noticeboards and A-boards e.g. **Your Patient Group Needs You!** Also **Make Your Voice Heard** – to be placed next to this, offering reasons as to why patients should join the PG.

**. to advertise for new members on/at:**

- i) Godmanchester Community Association website: 3 media: calendar, cork noticeboard, link to interesting activities
  - ii) Godmanchester Living (facebook) (also has Godmanchester market for selling items on)
  - iii) Huntingdon Living – recently established
  - iv) A-boards near surgery doors
  - v) An advertorial with the Villager/ Bystander/ My Friend
  - vi) local shops
  - vii) local clubs
- . if patients show an interest in joining the PG, to offer an induction pack consisting of:
    - i) the constitution

- ii)the role of the PG
- iii)names of members and some info about each
- iv)what we have raised funds for

The Practice websites are:

[www.charleshicksmedicalcentre.nhs.uk](http://www.charleshicksmedicalcentre.nhs.uk)

[www.romangatesurgery.nhs.uk](http://www.romangatesurgery.nhs.uk)

[www.nhs.uk](http://www.nhs.uk) – Charles Hicks Centre

[www.nhs.uk](http://www.nhs.uk) – Roman Gate Surgery

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 (Lesbian Gay Bisexual Transgender) community? YES/NO

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:

The practice receives feedback from the following sources:

Patient complaints

Friends and Family test

National GP patient survey

Patient consultations

From the PPG

NHS Choices comments

How frequently were these reviewed with the PPG?

The practice manager/deputy manager and a partner attend the monthly patient group meetings and at least one representative of the practice team attends the education evenings.

Practice feedback and Patients Group suggestion box feedback is discussed. The practice reports back to the partners and discusses with the appropriate team when required.

Positive and negative feedback is discussed.  
Minutes of the Patients Group meetings are published on the Patients Group website.

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area:

Production of practice and patient group newsletter informing patients of the changes in the practice, new services, promotion of online services and feedback from the suggestion box.

What actions were taken to address the priority?

The Patients Group formed a working party and produced a draft document with input from the practice manager. The draft newsletter was circulated to the Patients Group members & the partners to review and provide feedback.

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

In September the first newsletter was agreed. Copies were printed and available in the practice for patients to either read whilst in the surgery or to take home.

Patients were informed that by their feedback from the previous years patient survey and through the Patients Group that the practice had altered the appointments to include more pre-booked appointments and that Doctors appointments are also released on the day to be booked online, in person or by phone. This has led to more patients signing up for online access and more appointments are being booked online on the day, freeing up the time of

the reception team to book appointments on the phone or in person for patients who do not have access to online technology.

Patients were also reminded of the practice opening hours and the late evening surgery days as some patients were still not aware of the late evening surgeries.

The Patients Group provided feedback from the suggestion box and what they have provided for the practice and the community following their fundraising.

## Priority area 2

Description of priority area:

The Patients Group wants to provide education events for patients of the Hicks Group Practice.

What actions were taken to address the priority?

At the Patients Group meetings ideas were suggested for subject areas and Diabetes was chosen for the first event and Dementia for the next event.

A member of the Patients Group contacted Type 2 Together which focuses on peer support in patients with type 2 diabetes and booked the event for the 21<sup>st</sup> October. The practice promoted the event to patients with diabetes by adding a message to their prescription slip and also emailed patients with consent for email communication with the practice. Posters advertising the event were put up on the Patients Group notice boards. The diabetes evening was very well attended by patients.

The next event was Dementia Friend and was a talk from the Alzheimers society which took place on the 24<sup>th</sup> March. Again the practice promoted the event on the prescription slips and the Patients Group had posters on the noticeboards and in the local community.

The event was attended by carers of people with dementia.

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

Patients were provided with information and support that they would not necessarily have got from the practice.

### Priority area 3

Description of priority area:

Improvement to the Patients Group website. The Patients Group were having difficulty maintaining and uploading information on the current website, which has meant that new information and reports/forms have not been able to be uploaded.

What actions were taken to address the priority?

The Patients Group formed a communications committee which has met during the time inbetween Patients Group meetings. They have researched other websites and have used these to provide the basis of their proposals for the new website.

The Patients Group have conducted a brief questionnaire for key stakeholders to complete and has initially circulated this to the Patients Groups members by the 10th April.

The questionnaire will then be distributed to the patients whose email addresses they have.

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

The outcome of the Patients Groups new website is still to be finalised however the objective for this is to raise the profile for the Patient group, give patients a voice and to inform patients, to publicise Patients Group events and fundraising activities and to help recruit new

members.

**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):

The practice has agreed in the past to action the Patients Group request to provide better access at the Charles Hicks Centre. The practice had intended to do this at the same time as improvements that they were going to make to improve the patients toilets and build a new room at the surgery. The chair from the Patients Group was part of the design team and provided recommendations. Unfortunately, due to the cuts to GP funding over the next 4 years and the possibility of practice mergers or federations, the practice had to make the decision that they could go ahead with the planned building work at the present time. However, the practice is committed to improving access at Charles Hicks Centre and is the process of gaining quotes for changing the doors and make the access DDA compliant.

**4. PPG Sign Off**

Report signed off by PPG: YES  
Date of sign off: 31/03/2015



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?