

Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: MILEHOUSE MEDICAL PRACTICE

Practice Code: M83697

Signed on behalf of practice: CHRISTINE MASON

Date: 10.03.2015

Signed on behalf of PPG: HEATHER EVANS

Date: 10.03.2015

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) FACE TO FACE										
Number of members of PPG: 5 + PRACTICE MANAGER AS ACTING CHAIRPERSON										
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:					
%	Male	Female								
Practice	50	50	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	50	50	22	8	15	13	13	11	8	10
							17	17	33	33

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	1236	4	0	31	2	6	7	4
PRG	5							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	53	111	9	4	23	2				731
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:

The Practice has posters in the waiting room, details on the Practice website and in the Practice Leaflet. Specific individuals who may be interested have been written to with details of previous meetings and upcoming meetings with an invitation to attend.

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:

Patient Surveys
Friends and Family Test

How frequently were these reviewed with the PRG?

Once this year

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 387 589 419">Description of priority area:</p> <p data-bbox="203 459 1211 491">To improve membership of the PPG and widen the practice population representation</p>
<p data-bbox="203 568 887 600">What actions were taken to address the priority?</p> <p data-bbox="203 639 902 759">Leaflets in surgery Details on the Practice website and inside Practice Leaflets Posters in surgery Details given to new patients upon registration</p>
<p data-bbox="203 842 1312 874">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 914 2022 994">Very little impact at the moment. The number of members has increased but the attendance at meetings has decreased due to the ill health of some of the members. This is a priority for 2015-2016</p>

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 participated in this scheme since its inception.
The surveys carried out by the PPG have not raised any issues.
The Friends and Family Test questionnaires have not raised any issues either as yet.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 10.03.2015

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?

The Practice engages with the PPG as follows:

The Practice Manager is Acting Chair and Minute Taker of the PPG.

The Practice arranges the meetings, produces the minutes, produces the surveys decided by the PPG and analyses the results ready for discussion at the PPG meeting.

The Practice has written to various patients to engage with the PPG.