

Could we please have a copy of this doc
by [unclear]

Annex D: Standard Reporting Template

[Name] Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **MIRFIELD HEALTH CENTRE**

Practice Code: **6 85019**

Signed on behalf of practice:  Date: **10/3/2015**

Signed on behalf of PPG:  Date: **11/2/15**

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, Email
Number of members of PPG:	20

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49	51
PPG	57	43

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	18	9	10	13	16	12	13	10
PPG	0	0	0	5	5	15	60	15

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	98	0.1	0	0.7	0.1	0.1	0.1	0.1
PPG	95	0	0	5	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	0.4	0.4	0	0.1	0.1	0.1	0.1	0.05	0.01	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:

Engagement with :

Reached out with PPG offer to Twitter & Facebook

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

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:

PPG Meetings / Verbal. Karkleen Healthwatch. Complaints reviews.

Connect box. Friends & family text. CQC Report. CQC Intelligent monitoring.
CCG / NHS England triggered review.

How frequently were these reviewed with the PPG?

3 Monthly main + Monthly Sub-Groups.

3. Action plan priority areas and implementation

Priority area 1	
Description of priority area:	Patient satisfaction / Continuity of Care & Communication
What actions were taken to address the priority?	PPG constitution / independence. Analysis of stated feedback sources. New GPs in place / Recruitment. Replacement of Practice Manager. Set up PPG "communication" group.
Result of actions and impact on patients and carers (including how publicised):	Engaged practice population on Twitter / Facebook. Increased reception capacity to reduce telephone waits. Introduced online booking / prescription orders. PPG Liaison with regional bodies. - Develop Practice Vision & Values.

Priority area 2

Description of priority area:

Reception Telephone / Appointment screen.
Not Welcoming Difficult to get things Times of appointments

What actions were taken to address the priority?

Reception ranges appointed. Reception PPT training.
Increased reception numbers. Audit of telephone logs.

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

Reduced telephone waits.
Longer reception opening hours.
Appointments now from 8am to 6pm + Extended Hours -
Earlier blood taking appointments - Now from 8am.

Priority area 3

Description of priority area:

Premises refurbishment

- Tiled
- Tatty
- Vitrinity

What actions were taken to address the priority?

Practice review survey - Re-inspection requested from infection control

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

Re-painted - Treatment & Minor Surgery re-furbished.
Glass cleared. Improved signage. Re-arranged chairs.
Lighting changed to "Daylight".
New signage for clinical room produced.
Improved environment. Carpet cleared - new replacement Q1.

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

Improved area. New team in place.

Now fully constituted and independent PPG.

PPG - Published Social Media.

Posters
Email.

4. PPG Sign Off

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Report signed off by PPG: YES/NO

Date of sign off:

11/2/15

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?

Engagement with -

PPG Meetings 3 monthly. Sub group meetings monthly. Feedback very varied sources.

PPG fully independent & involved. PPG engagement with regional bodies

Service improved continuity, access, premises, online access, lower

reception open. Much improving communication with population.