

# Annex D: Standard Reporting Template

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

Practice Name: **WEEPING CROSS HEALTH CENTRE**

Practice Code: **M83052**

Signed on behalf of practice: **Ann Broadfield** Date: **27<sup>th</sup> March, 2015**

Signed on behalf of PPG: *[Signature]* **Chair** Date: **30/03/2015**

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) Regular 3 monthly face to face meetings and via e-mail

Number of members of PPG: 21

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	10,139	8,597
PRG	7	14

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	3373	2563	2811	2480	2540	1846	1728	1230
PRG				3	7	5	3	3

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								
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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 PPG is advertised on our Jayex Board, on our website and on noticeboards across all 3 sites (Weeping Cross, Beaconside and John Amery Drive). We encourage membership from anyone wishing to attend. New patient registration packs also have information inside regarding the Group.**

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:

**We have a large student population at Beaconside Health Centre. Colleagues and members of the PPG undertook a presentation at the University to try and raise awareness of the PPG and it's work, but we were unsuccessful in recruiting any of the student population.**

2. Review of patient feedback

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

**Written/verbal feedback and Friends and Family**

**How frequently were these reviewed with the PRG? All comments/feedback is discussed at our regular 3 monthly meetings**

3. Action plan priority areas and implementation

**Priority area 1**

Description of priority area:

**To undertake a patient survey**

What actions were taken to address the priority?

**PPG meeting held and discussed and put forward as an action plan**

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

**To gain feedback of Practice services, appointments etc. To be published at all 3 sites in waiting rooms and on the website**

**Priority area 2**

Description of priority area:

**To review Practice appointment system and look at setting up on line booking**

What actions were taken to address the priority?

**Trialing of 5, 10 and 15 minute appointments, offering telephone consultations and general review of the appointment system**

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

**Audited by a GP and feedback to the PPG, also information on noticeboards in waiting areas, and on the website.**

**Priority area 3**

Description of priority area:

**Try to encourage/engage younger population to be involved with the Group**

What actions were taken to address the priority?

**Look at virtual PPG on the internet. Discussion with other PPG already using this.**

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

**To enable patients of all ages to have input to the Group via internet and to share ideas with each other through this method, as a preference to attending meetings. Publicise on website and noticeboards.**

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 continues to look at ways of improving access. We operate a walk in surgery every morning between 8am and 10am. Some patients would like to see this service replaced by appointments, but through past surveys and PPG feedback, the majority of patients really value this facility and would not wish to lose it, and therefore this service is still available daily.

Members of the PPG produced a "Did you Know" fact sheet/newsletter which detailed facts about services the nurse could provide without the need to see a GP, amongst other things. This was with a view to educating patients to take responsibility so the Practice could operate in the most efficient and responsive manner within the resources devolved.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

30/03/2015

*[Signature]*

Chair

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 tries to engage with seldom heard groups by information in new registration packs and information on the website and is currently looking at setting up a virtual PPG. Feedback is received verbally, in writing and through the complaints/comments process and also Family and Friends.

The PPG was fully involved in agreeing priority areas and resulting action plan.

The PPG is a very supportive Group and works together with the Practice to endeavour to offer the best services we can to our patients across all 3 sites.