Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Bellegrove Surgery

Practice Code: G83009

Signed on behalf of practice: *Approved and signed* Dr W A Cotter Date: 20th March 2015

Signed on behalf of PPG: *Approved and signed* Mr George Heitmann Date: 20th March 2015

***A signed copy is available upon request at Bellegrove Surgery***

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

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| Does the Practice have a PPG? YES / ~~NO~~ | |
| Method of engagement with PPG: Face to face, ~~Email, Other~~ (please specify) | |
| Number of members of PPG: 13 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | No. | Male | Female | | Practice | 4772 | 5269 | | PRG | 4 | 9 | | Detail of age mix of practice population and PPG:   |  |  |  |  | | --- | --- | --- | --- | | No. | <65 | 65-74 | > 75 | | Practice | 8409 | 785 | 847 | | PRG | 2 | 6 | 5 | |
| 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 | 4758 | 172 | 0 | 916 | 49 | 33 | 57 | 82 | | PRG | 11 | 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Any other | | Practice | 256 | 24 | 27 | 144 | 284 | 280 | 52 | 26 | 100 | | PRG |  |  |  |  |  |  | 1 |  |  |   NB: The above figures have been extracted from our ‘Vision system’ however not all patients have stated their ethnicity. From Public Health records we have around 85% of patients recorded as White British. | |
| 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:   * Advertised on the Surgery Jayex Board. * Advertised on posters in the Surgery. * Advertised in the Surgery Newsletter. | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:   * Complaints and feedback from previous patient surveys, patient suggestion box. |
| How frequently were these reviewed with the PRG?   * Twice a year, but often at 2-monthly meetings. |

1. Action plan priority areas and implementation

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| Priority area 1 | |
| Description of priority area:   * Corridor to rear waiting room has slope which may increase risk of falls. It was suggested that a handrail be fixed to the wall in corridor to rear of building following a patient complaint about slope being a risk to frail patients falling over. | |
| What actions were taken to address the priority?   * Discussed options with PRG and builder. | |
| Result of actions and impact on patients and carers (including how publicised):   * Handrail to be fitted March 2015 and will reduced risk of patients falling in sloping corridor to rear of building. | |
| Priority area 2 |
| Description of priority area:   * Previous years plan was to include enlarging rear waiting room however concern from PPG regarding adequacy of toilet facilities if increased number of patients in waiting room hence suggestion to increase toilet facilities with additional patient toilet. |
| What actions were taken to address the priority?   * Discussed with PRG and builders, regarding positioning and costs. Discussed options with architect and revised building control plans completed for Bexley Council February 2015. |
| Result of actions and impact on patients and carers (including how publicised):   * Will provide extra toilet facilities and will be more convenient for rear waiting room when building to extend rear waiting room takes place later in 2015. |

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| Priority area 3 |
| Description of priority area:   * Improve access to information on travel vaccinations as frequently patients present within 6 weeks of travel, which is our cut off point (discussed at PRG meeting on 24th September 2014). |
| What actions were taken to address the priority?   * Poster in waiting area.      * Message in patient newsletter. |
| Result of actions and impact on patients and carers (including how publicised):   * Improved knowledge of access to travel vaccinations and advice, resulting in fewer complaints. |

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):

Additional seating/waiting room area:

* Scheduled discussions with local Primary Care as keen to seek approval and while no reimbursement forthcoming, were supportive of actions. Discussed option with PRG and builder.
* Discussed priority level with PRG and amended plans to incorporate toilet in the new waiting area.

* Received quotes from builders.

1. PPG Sign Off

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| Report signed off by PPG: YES/~~NO~~  Date of sign off: 20th March 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?  *Yes, posters and on Jayex notice board.*  Has the practice received patient and carer feedback from a variety of sources?  *Yes, direct complaints and suggestion box.*  Was the PPG involved in the agreement of priority areas and the resulting action plan?  *Yes, meetings were held on 21/05/14, 30/07/14, 24/09/14, 19/11/14, 03/02/15 and 13/03/15, with some of the priorities and progress discussed at all meetings apart from the meeting on 19/11/14.*  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  *Yes*  Do you have any other comments about the PPG or practice in relation to this area of work?  *No* |