

# Annex D: Standard Reporting Template

Cheshire, Warrington & Wirral Area Team  
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: RIVERSIDE SURGERY

Practice Code: N85016

Signed on behalf of practice (type name): P BRIDGEMAN (Practice Mgr) Date: 6 MAR 15

Signed on behalf of PPG (type name): RICK SEXTON (Chair) Date: 6 MAR 15

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, Virtual PPG(VPPG)																																					
Number of members of PPG: PPG 12, Virtual PPG 86																																					
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Ethnicity of PPG and Virtual PPG is not known. Patients reluctant to have ethnicity recorded. As part of annual surveys ethnicity is sought but often not offered.

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	12	0	0	0	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										
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:

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 Participation Group Patient Survey.

How frequently were these reviewed with the PRG? Annually as part of each Direct Enhance Service Patient Survey.

### 3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Set up/recruit and establish PPG. Set up constitution and regular meetings of Group.
What actions were taken to address the priority? <ul style="list-style-type: none"><li>• Face to face contact with patients in waiting room.</li><li>• Signage on Notice boards in waiting room.</li><li>• Contact via text message (when telephone number known).</li><li>• Set up PPG Notice Board.</li></ul>
Result of actions and impact on patients and carers (including how publicised): PPG Committee established. Constitution written. Monthly meetings established as regular events. Contact details displayed in waiting room allowing channel of communication for patients to contact PPG. Action complete and ongoing.

## Priority area 2

Description of priority area: Set up Virtual PPG.

What actions were taken to address the priority? Face to face contact with Patients asking if they would be interested in being on VPPG and receiving emails three to four times annually. Explained purpose and confidentiality of information & details.

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

Created much larger group and direct link/communication with and from increased cohort. Larger audience for newsletter and surveys (see priority 3)

Action complete and ongoing.

### Priority area 3

Description of priority area: Establish regular patient survey (as direct enhanced service). Establish newsletter.

What actions were taken to address the priority? Have completed 3 cycles of Direct Enhanced Service Survey resulting in action plans for Surgery. PPG and VPPG used to select topics for surveys and return completed surveys.

Result of actions and impact on patients and carers (including how publicised): Completed survey resulting in action plans for surgery to implement resulting changes to the way services are delivered e.g. privacy in reception area. New queuing system designed to keep patients' waiting further from reception window. Opening hours: displayed prominently in waiting room. Newsletter now established and circulated in Surgery and via VPPG ongoing.

## 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):

Progress has been made in key areas:

- Regular cycle of Patient survey completed enabling practice to hear Patients views and change accordingly.
- Constantly strive to increase participation by drawing patients' attention to the existence of the PPG. Meetings now regularly attended by 12 members.
- Represented on larger Patient Council (Wirral wide) so that we are better informed and are able to share best practices.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 6 MAR 15

How has the practice engaged with the PPG:

Through regular attendance at PPG Meetings and having an open dialogue between PPG Chair and OM/PM in the Surgery.

How has the practice made efforts to engage with seldom heard groups in the practice population?

Advertising the PPG on noticeboards and by promoting PPG wherever possible.

Has the practice received patient and carer feedback from a variety of sources?

Regularly directly from Patients & Carers via FFT and PPG Survey.

Was the PPG involved in the agreement of priority areas and the resulting action plan?

PPG Meeting attended by OM every Month and this is seen as key communication tool for both sides but for PPG to feed in the current mood amongst PPG for consideration by Practice.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Yes – the PPG are content with the engagement from the Practice and effective changes have been made which they have suggested.

Do you have any other comments about the PPG or practice in relation to this area of work?

There is a healthy communications channel both at the PPG meetings and regular emails/phone calls between PPG Chair and OM and PM.

