

Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: SYMONDS GREEN HEALTH CENTRE

Practice Code: e82111

Signed on behalf of practice: GERALDINE ELLIOTT Practice Manager

Date: 10.3.2015

Signed on behalf of PPG: PAT DOWNIE – SECRETARY PPG
 PHYLLIS HAMILTON – MEMBER PPG

Date: 10.3.2015

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

Does the Practice have a PPG? YES												
Method of engagement with PPG: Face to face, Email, Other (please specify) FACE TO FACE/EMAIL												
Number of members of PPG: 8 IN CORE GROUP/EMAILS FOR EXTENDED GROUP												
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:							
	%	Male	Female									
	Practice	2216	2087		<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
	PPG	5	3		873	450	664	608	620	515	342	231
									1		2	5

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								
PPG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG										

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:

INFO ATTACHED TO PRESCRIPTIONS
 ADVERTISE
 FORMS GIVEN OUT WITH NEW REGISTRATION DOCUMENTATION
 WEB SITE
 FORMS ON RECEPTION
 SMS

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

WE TRY TO CONSIDER ALL GROUPS WHEN ENCOURAGING PATIENTS TO JOIN THE PPG -

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

NURSE/DOCTOR GIVING FLU INJECTIONS

NHS CHECK UPS

DISABILITY CHECKS

PRESCRIPTIONS

NEWSLETTER

2. Review of patient feedback

(Component 2 – 30% of payment)

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

FFT

PATIENT FEEDBACK QUESTIONNAIRE – RE CARERS ETC.

How frequently were these reviewed with the PRG?

LAST TWO MEETINGS – MEETINGS TAKE PLACE QUARTERLY

3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

Priority area 1
Description of priority area: INCREASING PATIENT PARTICIPATION GROUP
<p>What actions were taken to address the priority?</p> <p>MORE AWARENESS – ATTACH FORMS TO JOIN PPG TO PRESCRIPTIONS AND REGISTRATION DOCUMENTS ADVERTISE IN THE NEWSLETTER PROMOTE AT RECEPTION DESK OPPORTUNISTICALLY</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>ONGOING CORE GROUP ACTIVE WITH NEWSLETTER PPG MEMBER GOING TO HELP WITH WEBSITE (- GOT A COUPLE OF MORE MEMBERS TO SIGN UP FROM DIFFERENT ETHNICITY BACKGROUNDS WILL ATTEND NEXT MEETING)</p>

Priority area 2

Description of priority area: CARER PROVISION/INFORMATION

What actions were taken to address the priority?

MEMBER OF STAFF TO BE CARER CHAMPION, ATTEND MEETINGS AND CASCADE INFORMATION TO ALL STAFF. QUESTIONNAIRE FOR FEEDBACK GIVEN OUT TO PATIENTS TO SEE IF THEY ARE AWARE OF 'CARERS IN HERTS' AND INFORMATION NOTICE BOARD

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

RESULTS OF QUESTIONNAIRE EXAMINED BY PPG. OUT OF FIFTY RESPONSES TO QUESTIONNAIRE 26 SAID THEY WERE AWARE OF 'CARERS IN HERTS' INFORMATION AND 24 SAID NO. 33 SAID THEY WERE AWARE OF OUR CARERS NOTICE BOARD AND 17 SAID THEY WERE NOT AWARE.

PPG FELT THIS WAS GOOD OVERALL BUT THE AWARENESS NEEDED TO BE CONTINUED AND FOR SPORADIC CAMPAIGNS THROUGHOUT THE YEAR.

Priority area 3

Description of priority area: AWARENESS OF NEW DOCTOR STARTING, OFFERING MORE SERVICES E.G. IMPLANTS, PROVISION OF CRYO.

What actions were taken to address the priority?

NEW DR WAS ADVERTISED ON THE NOTICE BOARD IN THE WAITING ROOM. SHE WAS INTRODUCED TO THE PPG AND GAVE A TALK ON WHAT HER INPUT AS THE NEW GP COULD BE AND HER QUALIFICATIONS/SPECIALISMS. ALSO PUT IN THE NEWSLETTER.

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

THE NEW DR - DR SHAZEB HAS BROUGHT MORE CONTRACEPTION SERVICES TO THE SURGERY – IMPLANTS, COILS. SHE HAS ALSO BEEN DOING CRYO SURGERY. HAVING A FEMALE GP HELPS MEET ALL CULTURAL/RELIGIOUS/PATIENT PREFERENCES.

4. Progress on previous years

(Component 4 – 40% of payment)

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

WE HAVE PARTICIPATED IN THE PPG FOR MORE THAN A YEAR, HOWEVER THE GROUP DISBANDED AND WE HAVE HAD TO WORK AT REESTABLISHING IT. SINCE APRIL THIS YEAR WE HAVE HAD A STRONG CORE GROUP WHO HAVE HELPED WITH THE WEB SITE, ADMINISTRATION ETC., AND THEY HAVE PRODUCED A NEWSLETTER AND LOOKED AT FEEDBACK FROM PATIENTS ON AREAS WITHIN THE SURGERY.

WE HOPE WITH THEIR HELP TO INCREASE THE NUMBER OF THE GROUP AND PROMOTE PATIENT REPRESENTATION IN ORDER TO ENSURE THAT WE ARE PROVIDING SERVICES THAT PATIENTS WANT.

THE WORK AND PRESENCE OF THE PPG HAS BEEN VERY POSITIVE FOR THE PRACTICE THIS YEAR. IT HAS BEEN A VERY USEFUL FORUM FOR GPS TO ENGAGE WITH AND ATTEND THE MEETINGS (WHICH ARE HELD AT ONE END OF THE WAITING ROOM WHILE EXTENDED HOURS SURGERY TAKES PLACE) AND ENCOURAGE THE GROWTH AND WORK OF THE PPG FOR THE COMING YEAR.

5. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 10.3.2015

Has the report been published on the practice website? YES/NO – IN THE PROCESS OF BEING PUBLISHED ON THE WEB SITE

Please insert web-link to your report:

Please return this completed report template to england.enhancedservices-athsm@nhs.net no later than 31st March 2015. **No payments will be made to a practice under the terms of this DES if the report is not submitted by 31st March 2015.**