

Annex D: Standard Reporting Template

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

Practice Name: Blackheath Medical Centre

Practice Code: N85648

Signed on behalf of practice : Penny Angill

Date: 25/03/15

Signed on behalf of PPG: Dave McGaw

Date: 25/03/15

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																																					
Number of members of PPG: 10																																					
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 50%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>52%</td> <td>48%</td> </tr> <tr> <td>PRG</td> <td>3</td> <td>7</td> </tr> </tbody> </table>	%	Male	Female	Practice	52%	48%	PRG	3	7	Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><u><16</u></th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>18%</td> <td>9%</td> <td>14%</td> <td>13%</td> <td>17%</td> <td>14%</td> <td>9%</td> <td>7%</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>1</td> <td>1</td> <td>1</td> <td>3</td> <td>1</td> <td>3</td> </tr> </tbody> </table>	%	<u><16</u>	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	18%	9%	14%	13%	17%	14%	9%	7%	PRG	0	0	1	1	1	3	1	3
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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										

The current group try to recruit patients we come across and there is a notice in the waiting room advising that our minutes are available on request. We have difficulty engaging with the younger generation. We have a link to Wirral CCG. We have a Facebook page separate from the practice one. The practice has a web site giving medical and practice information from the GP's.

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

It is not possible to give accurate figures for the ethnic background of the practice as ethnicity has only been coded for a few years. We do have several Polish patients registered here and have recently been able to recruit a representative of this community to our PPG.

2. Review of patient feedback

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

Comments to Facebook. Feedback to Friends and Family questionnaire. Both positive and negative feedback from surgery surveys are acted on in a “You said” “we did” style.

How frequently were these reviewed with the PRG?

Four times per annum. This is a standard item on the agenda.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Patient confidentiality at reception desk.</p>
<p>What actions were taken to address the priority?</p> <p>Design of area reviewed.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Cost implications – no money available.</p>

Priority area 2

Description of priority area:

Information on PALS

What actions were taken to address the priority?

Request directions from PALS to advertise their service on television screens in waiting room and on Facebook page.

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

Implemented.

Priority area 3

Description of priority area:

Isolation.

What actions were taken to address the priority?

**PPG attended meeting with Director of Public Health.
Carers and singles to be targeted in surgery with leaflets and posters.
Request information on downloading information onto waiting room tv's.**

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

Implemented.

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):

Training budgets: Positive outcome.

Practice improvements: Discussed budgets for practice improvements to comply with CQC and health and safety regulations.

Agreed outcomes. Work completed.

Joint inspection with PPG

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **25/03/2015**

How has the practice engaged with the PPG:

Quarterly meetings and face to face engagement with the Chair.

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

Contact from practice

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

Friends and Family survey is offered to every patient attending the practice each time they make contact.

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

Yes for input but decisions taken by clinical staff.

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

Practice premises improved for all service users.

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

Our practice works hard to ensure all patients are contacted in various ways. The worried well can use the Facebook page or NHS choices, patient Facebook comments or website links. Mobile phone numbers are harvested to send group texts, eg flu vaccinations. The local free paper has regular news alerts.

