

Annex C: Standard Reporting Template

Essex Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Knights Surgery**

Practice Code: **F81711**

Signed on behalf of practice: **Dr Subrata Basu**

Date: **31 March 2015**

Signed on behalf of PPG: **Robert Colby**

Date: **31 March 2015**

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

Does the Practice have a PPG? YES / NO											
Method of engagement with PPG: Face to face and Email											
Number of members of PPG: 10											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	2	2	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	4	2	Practice				1	2	1		
			PPG				2			2	2

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	2					1	1	
PPG	6							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1					1				
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:

The PPG actively tries to encourage patients to join their group. There are notices in the practice and information on the surgery website. Patients who voice particularly issues relating to any aspect of the practice are encouraged to join the PPG.

The annual Patient Survey also encourages PPG participation.

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:

2. Review of patient feedback

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

From the previous Patient Survey

Friends and Family Test

Feedback from patients whilst in consultation with GP or nurse

How frequently were these reviewed with the PRG?

The Patient Survey is an annual exercise and the Friends and Family Test results are reviewed monthly. Any comments or issues raised whilst in consultation were reviewed as soon as possible after the issues were raised and reviewed at the next PPG meeting.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>The PPG felt that the promotion of the online services should be promoted where possible</p>
<p>What actions were taken to address the priority?</p> <p>The online services facility was constantly being promoted by all staff within the practice with a good take-up of patients registering to book appointments and order their prescriptions online</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>There are Patient Leaflets in the surgery which explain the services available and the website is actively promoted by all staff to highlight practice information</p>

Priority area 2

Description of priority area:

The telephone booking system for on-the-day appointments is the priority

What actions were taken to address the priority?

The GP's rotas for Monday and Friday mornings were amended to address the issue of the number of book-on-the-day appointments available. The rotas would be monitored and adjusted if thought necessary

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

The Monday morning appointments were changed to all embargoed slots to try to alleviate the number of book-on-the-day appointments that were required. The system is working better although the surgery was still very busy on Monday mornings. The Friday morning system is working well with the majority of patients being able to book an appointment.

Priority area 3

Description of priority area:

Relocation of surgery to new development at Ballards Walk.

What actions were taken to address the priority?

PPG agreed to the move. Surgery submitted a bid to NHSE in the practice upliftment fund.

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

**PPG considers this move will be benefit to all concerned.
This is an ongoing process with NHSE and CCG.**

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 face to face PPG at Knights Surgery is a fairly new and small group. The group meet every 2-3 months depending on the issues to be raised, when the key issues raised are discussed in depth and implemented, where applicable, as soon as is practicable.

4. PPG Sign Off

Report signed off by PPG: **YES/NO**

Date of sign off: 31 March 2015

Has the report been published on the practice website? **YES/NO**

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?

Our PPG consists of a small number of patients and practice staff who are dedicated to improving the services offered by the practice. Although the PPG is a relatively new group, being a small surgery enables the practice staff to engage with patients very regularly on their feelings about all aspects of the service they receive from the surgery.