

Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Dr Hepplewhite & Dr Virmani**

Practice Code: **C82120**

Signed on behalf of practice: **Stephen Fitchett**

Date: **23rd March 2015**

Signed on behalf of PPG: **Paul Siddals**

Date: **23rd March 2015**

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, Telephone											
Number of members of PPG: 8											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	49%	51%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	50%	50%	Practice	579	313	391	399	519	535	411	269
			PPG	0	0	0	0	0	0	6	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	99.7%	0.1%	0.2%	0%	0%	0%	0%	0%
PPG	100%	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	0.1%	0%	0%	0.1%	0%	0%	0%	0%	0%	0%
PPG	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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:

- **Demographic information is reviewed with annual PPG Report – staff are aware of demographics of our practice population**
- **Staff encouraged to keep in mind patients who may be suitable/interested for PPG – especially underrepresented groups (Under 65s)**

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:

N/A

2. Review of patient feedback

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

NHS Choices

Patient Feedback Slips

Verbal

How frequently were these reviewed with the PRG?

Annually unless pressing matters (Eg. Feedback on car-park has been a recurring agenda item)

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><i>The car park at the health centre is in poor condition and is a health and safety risk (this risk is exacerbated further in snowy/icy weather). The issue has been a recurring agenda item at PPG meetings.</i></p>
<p>What actions were taken to address the priority?</p> <p><i>Practice Manager has investigated who is responsible for the car park and has frequently chased this up. Developments have been fed back to the PPG at meetings.</i></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><i>Funding has eventually been approved for resurfacing the car park and work is due to be undertaken by the end of March 2015. Notices have been displayed to inform patients/visitors of the upcoming car-park work.</i></p>

Priority area 2

Description of priority area:

Discussions took place through our PPG Meetings of holding a stall at Whitwick Party in the Park with a view to strengthening our local presence and promoting a range of health campaigns.

What actions were taken to address the priority?

On Saturday 6th September, Our PPG and Practice Manager ran a stall at Whitwick Party in The Park. We offered the following:

- ***Promoting national campaigns such as flu and shingles***
- ***Promoting Cancer Awareness with Cancer Research UK Materials available***
- ***Promoting the proper usage of the Urgent Care Centre***
- ***Promoting healthy living with a rowing machine beside our stall and "fat lumps" provided from the CCG***
- ***Using an iPad to demonstrate how to book appointments and request repeat medication online***
- ***Promoting Intercare which we have signed up to over the last year***

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

We hope our presence at Whitwick Party in the Park gave visitors useful information regarding the practice. The event was published through the Practice Appraisal and the PPG minutes.

Priority area 3

Description of priority area:

Our PPG takes a proactive interest in the performance of local services. The PPG felt it was prudent to look into the performance of UHL's issues.

What actions were taken to address the priority?

A meeting was arranged with a director from University Hospitals of Leicester to discuss the issues affecting Leicester Royal Infirmary. The practice invited staff and PPG members from neighbouring practices to attend the event.

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

The meeting opened communication directly between Primary Care, Secondary Care and patients themselves which meant that all parties could express their concerns and issues which we feel is essential in finding solutions going forward.

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):

A Guidance document for patients was published on the website and displayed in the waiting room giving further guidance on comments and concerns that had been raised on the local patient survey along with actions taken.

Staff have tried to maintain a happy medium with the volume of the radio so as to protect privacy of patients talking in clinical rooms, but not be too loud for patients waiting in the waiting room.

Proactive Care has been implemented through our monthly MDTs and Care Plan work to identify patients suitable.

A portion of Sister Jane's appointments have been enabled to be booked online and this has been publicised through the Patient Call in System in the waiting room.

4. PPG Sign Off

Report signed off by PPG: **Yes**

Date of sign off: **23/03/15**

Has the report been published on the practice website? **Yes**

How has the practice engaged with the PPG:

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

PPG held a stall at Whitwick Party in the Park

Staff encouraged to keep in mind patients who may be suitable/interested for PPG – especially underrepresented groups

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

Yes

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

Yes

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

Please see "Result of actions and impact on patients" for respective outcomes of the action plan

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

Our practice is blessed with a proactive and conscientious group of patients who generously give up their time for the development of the practice and other local health services.

Please return this completed report template to the generic email box – england.leiclincsmedical@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.