

Annex D: Standard Reporting Template

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

Practice Name: [Dr H Hammersley & Partners \(27 Beaumont Street\)](#)

Practice Code: [K84049](#)

Signed on behalf of practice: [Heidi Devenish](#) Date: [23/03/2015](#)

Signed on behalf of PPG: [David Webb](#) Date: [23/03/2015](#)

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, Other (please specify): Face to face and by email.																																					
Number of members of PPG: Membership is limited to twelve.																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">3290</td> <td style="text-align: center;">3069</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">6</td> <td style="text-align: center;">6</td> </tr> </tbody> </table>	%	Male	Female	Practice	3290	3069	PRG	6	6	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</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 style="text-align: center;">424</td> <td style="text-align: center;">2041</td> <td style="text-align: center;">1365</td> <td style="text-align: center;">746</td> <td style="text-align: center;">552</td> <td style="text-align: center;">492</td> <td style="text-align: center;">336</td> <td style="text-align: center;">403</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">2</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">1</td> <td style="text-align: center;">6</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	424	2041	1365	746	552	492	336	403	PRG	0	2	0	1	2	1	6	0
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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	Up to 9.							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG	2							1		

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:

We already had a small patient participation group which consists mostly of retired patients and a few students. We are trying to recruit patients that fall in to a variety of age and ethnic groups.

We advertise the PPG around the Surgery, on the website, in waiting rooms and the colleges are approached.

It was important to accurately reflect the Practice Population in both age and ethnicity, but we also decided that our PPG should include the following:-

- An even Male/Female split
- at least 2 students to reflect our large student population
- a patient with a Disability
- a parent of young children

We received expressions of interest in the Group, but since these did not include most of the types of patients identified above, we decided that a more targeted approach was necessary. Doctors have been asked to identify some patients to approach directly. We have also contacted the Health/Welfare Reps of the Colleges.

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**

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

We have a fairly large student population. We have 4 colleges associated with the practice. We have been in contacted with the Health/Welfare Reps of the Colleges requesting their attendances at the PPG meetings.

2. Review of patient feedback

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

The following was discussed at the PPG meetings:
Redecoration of the basement area – The practice got a decorator in to make it look more appealing.

New comfy chairs- These have been purchased and all waiting areas now have new chairs.

Newsletter – This is work in progress. The practice would like to work with the PPG members to create a practice newsletter.

Feedback to patients is done via the PPG meetings.

How frequently were these reviewed with the PRG?

Approximately once per quarter.

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 589 421">Description of priority area:</p> <p data-bbox="203 464 1413 496">New chairs in the waiting rooms were requested as the old ones were uncomfortable.</p>
<p data-bbox="203 612 887 644">What actions were taken to address the priority?</p> <p data-bbox="203 687 2042 751">New chairs were purchased from the prescribing money allocated to the practice. The PPG were made aware that the funds were being used for this.</p>
<p data-bbox="203 873 1312 904">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 948 1088 979">Patients have advised that they are happy with the new chairs.</p>

Priority area 2

Description of priority area:

It was requested that the basement be redecorated.

What actions were taken to address the priority?

The basement was redecorated also with prescribing money allocated to the practice. The PPG were made aware that the funds were being used for this.

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

The patients have said that basement room feels more homely now.

Priority area 3

Description of priority area:

Newsletter for practice.

What actions were taken to address the priority?

This was discussed with the doctors at a practice meeting. It was agreed that this would be a good idea and definitely something the practice wanted to do in the future. It was agreed that we should get the PPG members involvement in helping with this.

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

Ongoing action. Work in progress.

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 practice has been running for a while. Last year's actions have been ticked and addresses. The main thing noted was that the surgery needed some redecorating which has been done. The PPG have also requested a newsletter which is in progress. We are hoping to launch our 1st ever newsletter in the summer.

4. PPG Sign Off

Report signed off by PPG: YES. A meeting was held on the 23rd March 2015.

Date of sign off: 23 March 2015

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? YES this has been done by the doctors visiting housebound patients and hopefully by producing a newsletter in the near future this will also capture the wider or seldom heard 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? Better environment for patients.

Do you have any other comments about the PPG or practice in relation to this area of work? NO