

Annex D: Standard Reporting Template

Sussex & Surrey Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Stanford Medical Centre

Practice Code: G81038

Signed on behalf of practice:

Date: 24th March 2015

Signed on behalf of PPG:

Date: 24th 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, Other (please specify) Face to Face and email																																					
Number of members of PPG: 12																																					
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>50</td> <td>50</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>100</td> </tr> </tbody> </table>	%	Male	Female	Practice	50	50	PRG	0	100	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>14</td> <td>26</td> <td>17</td> <td>13</td> <td>12</td> <td>7</td> <td>6</td> <td>5</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>8</td> <td>16</td> <td>16</td> <td>42</td> <td>18</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	14	26	17	13	12	7	6	5	PRG	0	0	0	8	16	16	42	18
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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	5613	108			19	6		
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	264	43		90		78	3	11	72	10635
PRG										

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 promote membership of the group within the practice, with the annual survey and on the website.

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:

Separate email group for the university patients

2. Review of patient feedback

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

Friends & Family
Practice Annual Survey
Comment box

How frequently were these reviewed with the PRG? On going/regularly basis when data available

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Getting information to patients about the services the practice offers, opening times and how to make appointments</p>
<p>What actions were taken to address the priority?</p> <p>Practice Newsletter</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>These will be known at the next annual survey and will be publicised in the report, on the website and posters within the practice</p>

Priority area 2

Description of priority area: Reviewing patient feedback about receptionists

What actions were taken to address the priority?

Training for receptionist

New reception manager has been appointed

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

These will be known at the next annual survey and will be publicised in the report, on the website and posters within the practice

Priority area 3

Description of priority area:
Dealing with incoming calls more effectively

What actions were taken to address the priority?
New phone system being purchased

Result of actions and impact on patients and carers (including how publicised):
These will be known at the next annual survey and will be publicised in the report, on the website and posters within the practice

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):

Promotion of surgery opening times – more patients aware of Monday evening and Saturday morning surgeries

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24th March 2015

How has the practice engaged with the PPG:

Quarterly meetings

Email communication/involvement in CCG run events

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

Will text all patients a link to complete our questionnaire to get their feedback

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 informed of what to put in a patient newsletter that will benefit our patients

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