

# Annex C: Standard Reporting Template

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

Practice Name: St John’s Medical Centre

Practice Code: C83048

Signed on behalf of practice: Dr H Cobbold

Date:25/3/15

Signed on behalf of PPG:

Date:

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) Email											
Number of members of PPG:81											
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	40	60	Practice	19	11	15	13	14	11	9	7
			PPG	0	1	18	15	16	23	17	10

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	92%			6				
PPG	96%	1		3				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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 is advertised online, in the practice newsletter, on posters in practice. The website has the ability to translate into various languages. Staff are encouraged to invite patients to join.

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 population of patients seen at the practice for substance misuse. The drugs and alcohol team workers have been informed of the PPG and encouraged to invite members of this often difficult to reach group to join. We have a young population and therefore have maintained an online based group.

## 2. Review of patient feedback

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

We have been performing the friends and family test, since January 2015 we have had 160 responses. Responses have been mostly positive, of the negative responses it has been the waiting time appointments that has been in the majority. The complaints/significant events and incident reports are discussed at both the practice and staff meetings.

How frequently were these reviewed with the PRG?

As appropriate

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Pressure on routine appointments and waiting time for routine appointments</p>
<p>What actions were taken to address the priority?</p> <p>We have employed 3 new doctors, offering a total of 18 more clinical sessions.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>We made this aware to patients by emailing the PPG, on the practice website, newsletter and word of mouth. We are hoping to reduce the waiting time for routine appointments over the next few months.</p>

## Priority area 2

Description of priority area:

Keeping patients informed

What actions were taken to address the priority?

We consulted the PPG and have introduced a practice newsletter. The PPG were consulted re what should be included, this was also discussed at the practice meeting and the initial newsletter approved by the doctors and emailed to the PPG for an opinion.

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

Ensure patients and carers are informed of upcoming plans and changes to the practice. There is some Health Promotion information within the newsletter. Bank holidays/flu clinics/building works etc were all included. Also a section on relevant health issues in the news.

### Priority area 3

Description of priority area:

Registration of Dr Boasts patients

What actions were taken to address the priority?

Concerns were raised by the PPG over the registration/named doctor of patients previously registered with Dr Boast. This was then raised at practice meeting the over 75s were registered with Dr Mitchell and the under 75s can register with who they want or will be moved over to the new GPs.

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

This will enable a more consistent approach to patient care. The over 75 year old patients have been informed of their registered GP.

## 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):

Access has been a concern raised in previous years and with staff changes seems to crop up regularly. Our practice is constantly evolving and are hopeful current changes will make a big impact.

Last year we decided to continue with an email based PPG. We also wanted to start online appointment booking which has started now and over 2015 more patients are signing up to this service.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25/3/15

Has the report been published on the practice website? YES

How has the practice engaged with the PPG:

Via emails

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

Worked with the drugs and alcohol rehabilitation team, he have recently been in contact with Carers Society who will be coming to the next Grantham Medical Club.

Has the practice received patient and carer feedback from a variety of sources? Friends and family test, PPG, complaints, compliments

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

The PPG were consulted re their concerns/priority areas and auctioning of them including the introduction of a practice newsletter

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

We have had a reduction in waiting times for routine appointments, expanded out online access, increased information sharing between practice and patients and carers.

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

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