

Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr Chadalavada & Partners

Practice Code: M83625

Signed on behalf of practice: Sandra Woodings Date: 27th March 2015

Signed on behalf of PPG: PP Ian Gibson Date: 27th 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, e-mail and telephone										
Number of members of PPG: 6										
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:					
%	Male	Female								
Practice		1	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	2	3					1	1	4	

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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	X							
PRG	X							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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 are always looking for new members to join our PPG. We advertise on our Envisage screens and with posters at both surgeries. There is a dedicated PPG notice board at the Abbey Surgery site which displays general information about the PPG and the date/time/location of the next meeting. Posters invite anyone (or anyone who is a named carer for someone) registered at the surgery to attend meetings or forward suggestions.

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:

2. Review of patient feedback

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

Friends and Family Test
Patient satisfaction survey
NHS Choices Survey and Website feedback.

How frequently were these reviewed with the PRG?

Reviewed at PRG meetings

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="185 347 2045 383">Description of priority area:</p> <p data-bbox="185 494 2045 534">Improved access to the surgery through social media</p>
<p data-bbox="185 571 2045 606">What actions were taken to address the priority?</p> <p data-bbox="185 678 2045 758">Reviewed in PPG meeting and decision taken to arrange a new dedicated web site for the surgery (previous website via surgeries on line became unavailable without notice to the Surgery)</p> <p data-bbox="185 790 2045 829">Proposed facebook site for PPG use.</p>
<p data-bbox="185 906 2045 941">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="185 1013 2045 1093">New website has been arranged for the use of all patients/carers which will improve access to information about the surgery, general health and social care advice/information.</p> <p data-bbox="185 1125 2045 1204">PPG have aquired samples of several social media pages and reviewed them in meetings with a view to making a decision in the future. The next meeting has been advertised in all the usual ways.</p>

Priority area 2

Description of priority area:

Comfort of waiting room area at Abbey Surgery.

What actions were taken to address the priority?

Questionnaire results and general feedback from the PPG suggested that new seating and improved cooling/ heating were needed at the Abbey Surgery Site.

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

New seating of varying sizes have been purchased and an Air Conditioning System has been fitted to the waiting area. Patients have noticed and mentioned the improvements that have been made. Patient comment slips and questionnaires continue to be available in the surgeries.

Priority area 3

Description of priority area:

Patients reported through the PPG that they would like to be able to book appointments on line.

What actions were taken to address the priority?

Emis web (the surgeries clinic system provider) were contacted to enquire how/if this could be enabled through our system and what would be involved and what changes to the running of the surgery made. This was discussed in the surgery and the decision to go ahead was relayed to the PPG.

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

Patients can now book appointments on-line after registering for access with the surgery. The PPG have been informed and there are posters throughout the surgery and the web site (www.drchadalavadaandpartners@nhs.uk) has been updated to relay this. The link from NHS Choices will also take patients to the registration page.

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):

4. PPG Sign Off

Report signed off by PPG: YES The report has been discussed with the Chairman and its contents have been agreed.

Date of sign off: 27.03.15.

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?