Annex D: Standard Reporting Template

Kent and Medway Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **TEMPLE HILL SURGERY**

Practice Code: **G82647**

Signed on behalf of practice: **Joy Glaysher Practice Manager**  Date: **27TH March 2015**

Signed on behalf of PPG: **Joan Woodhead** **PPG** Date: **27th March 2015**

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

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| Does the Practice have a PPG? **YES** / NO | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) **Face to face & email** | |
| Number of members of PPG: **8** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 47 | 53 | | PRG | 25 | 75 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 29.5 | 8.7 | 20.5 | 16.7 | 10.0 | 5.5 | 4.1 | 5.0 | | PRG |  |  |  | 12.5 | 37.5 | 37.5 | 12.5 |  | |
| 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 | 64.5 |  |  | 11.0 | 1.5 |  | 1.5 | 1.5 | | PRG | 37.5 |  |  | 25.0 |  |  |  | 12.5 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 3.5 |  |  |  | 2.0 | 12.5 | 2.0 |  |  |  | | PRG | 12.5 |  |  |  |  | 12.5 |  |  |  |  | | |
| 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:  **Patients have been asked to express an interest in the PPG when completing the practice survey. We also advertise the PPG on a dedicated notice board in the waiting room, on our visual display screen in the waiting room and on our 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? **NO**  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  **N/A** | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **Sources of feedback for review is available from the patient survey, friends & family test which started in December 2014, our website, PPG meetings and practice email.** |
| How frequently were these reviewed with the PRG?  **At PPG meetings.** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  **To introduce a TV screen in waiting room for patient information** |
| What actions were taken to address the priority?  **The PPG sourced a TV that was donated to the surgery and a volunteer from the Healthy Living centre donated a computer and set up the system & PowerPoint for us. The cost to the practice was a wall bracket for the TV.** |
| Result of actions and impact on patients and carers (including how publicised):  **The system has beem in operation now since last summer & is proving to be a success . Patient feedback is that it is easier to read than posters on notice boards.** |

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| Priority area 2 |
| Description of priority area:  **Introduction of Vision On Line Services. Giving patients the opportunity to book their appointment on line and order repeat prescriptions.** |
| What actions were taken to address the priority?  **This service is advertised on the visual display screen and on notice boards in the waiting room and at reception. Registration forms are available at reception.** |
| Result of actions and impact on patients and carers (including how publicised):  **Patients are registering and using the service.** |

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| Priority area 3 |
| Description of priority area:  **To revitalise the PPG because of the recent resignation of the Chairman and dwindling attendance of group members** |
| What actions were taken to address the priority?  **An advertising push is planned culminating in a meeting planned late spring. A new committee will be formed. Patients will be asked to express an interest via our virtual display, on notice boards and face to face.** |
| Result of actions and impact on patients and carers (including how publicised):  **Actions and inpact on patients resulting from the meeting and revitalised PPG will be publicised in the waiting room on our display screen, notice boards and on our website.** |

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):

**Issues raised previous years :-**

**To introduce a TV screen in the waiting room – See Priority area 1**

**Introduce online appointment & prescription services – See Priority area 2**

**We have a notice board in the waiting room dedicated for PPG use only.**

1. PPG Sign Off

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| Report signed off by PPG: **YES**  Date of sign off: **27th 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?  **By promoting itself in the waiting room & on line**  Has the practice received patient and carer feedback from a variety of sources?  **Yes from the practice survey, friends & familt test and the PPG.**  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?  **Patients can view PPG information on the dedicated notice board and the display screen.**  **Patients now have the ability to book online appointments and request repeat prescriptions.**  Do you have any other comments about the PPG or practice in relation to this area of work?  **Existing PPG members have a good relationship with the practice and hopefully they will be able to engage new members this coming year to continue to improve patient experiences.** |