

Annex D: Standard Reporting Template

Lancashire Area Team
2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr C M Wilson & Partners

Practice Code: P81067

Signed on behalf of practice: Date: 26.03.16

Signed on behalf of PPG: See P. 7 Date: 30.3.16

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																												
Number of members of PPG: 12																												
Detail the gender mix of practice population and PPG:																												
<table><tr><td>%</td><td>Male</td><td>Female</td></tr><tr><td>Practice</td><td>49</td><td>51</td></tr><tr><td>PRG</td><td>23</td><td>77</td></tr></table>		%	Male	Female	Practice	49	51	PRG	23	77																		
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Detail of age mix of practice population and PPG:																												
<table><tr><td>%</td><td><16</td><td>17-24</td><td>25-34</td><td>35-44</td><td>45-54</td><td>55-64</td><td>65-74</td><td>> 75</td></tr><tr><td>Practice</td><td>21.6</td><td>8.7</td><td>11.7</td><td>14.1</td><td>16</td><td>11.4</td><td>8.5</td><td>8.3</td></tr><tr><td>PRG</td><td>0</td><td>0</td><td>8.33</td><td>16.67</td><td>16.67</td><td>8.33</td><td>33.3</td><td>16.7</td></tr></table>		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	21.6	8.7	11.7	14.1	16	11.4	8.5	8.3	PRG	0	0	8.33	16.67	16.67	8.33	33.3	16.7
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75																				
Practice	21.6	8.7	11.7	14.1	16	11.4	8.5	8.3																				
PRG	0	0	8.33	16.67	16.67	8.33	33.3	16.7																				

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
Practice	43	1	0	20	1	1	1
PRG	100	0	0	0	0	0	0

	Asian/Asian British				Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Any other
Practice	8	2	1	1	1	1	1	1	1
PRG	0	0	0	0	0	0	0	0	0

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 Practice and PPG members have continued to encourage representation from all groups of the patient population but has not recruited further members during the year.
Some existing PPG members represent more than one group e.g are parents of under 16 year olds.

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 large number of Nursing and Residential Home patients and one of the members who works in a home previously represented the patients there. This member has now left the practice and action is underway to find a replacement from one of the nursing homes.
We also have a school teacher member who provides insight into the needs of her pupils.

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:
Members have raised various issues and feedback has been obtained through comments, complaints and online. A general patient survey is currently being undertaken and the outcomes will be published and also form the basis for future discussion.
How frequently were these reviewed with the PRG?
The PRG has met on four occasions throughout the year. Matters arising are always discussed and progressed through discussion and action review.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area:
To identify and develop additional or newbuild practice accommodation.
What actions were taken to address the priority?
This has been rigorously pursued throughout the year and a survey of suitable sites/premises was commissioned.

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

Two suitable proposals have been identified and funding has been sought from NHS England via the transformation fund. The practice and PPG recognise the importance of this issue if patients are to be able to access additional services in future. As it has not been possible to finalise this project in year it will roll over as next year's priority and widely publicised at the appropriate time.

Priority area 2

Description of priority area:

Disabled access to the Healthcare Centre.

What actions were taken to address the priority?

Although the premises meet disabled access requirements, the issue of automatic opening doors was considered as one member had experienced difficulties whilst temporarily disabled. This matter was considered against the risk of children from the waiting room exiting the area into the car park and an alternative arrangement was considered. This was further investigated this year and the decision was made to install a call alert at the patient entrance along with a notice to advise patients with access needs to alert staff for assistance when required.

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

A notice has been installed in the surgery to advise patients and carers of the facility. It will now be easier for patients with access needs to gain assistance.

Priority area 3	Description of priority area: To gain patient views and feedback by performing a practice survey.
What actions were taken to address the priority? It was again considered important by the group that patient opinions be sought so that the PPG could address any concerns or themes raised by the results.	Result of actions and impact on patients and carers (including how publicised): The survey results are awaited. Once analysed, the results will be addressed by the group over the coming year. By gaining insight into the wishes of the patients an opportunity for the group to improve services will be made. Again, the practice is indebted to Hugh and Bunty Knowles for their valued assistance in meeting with patients to ask for completion of

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):

As in previous years, one of the main priorities has been to address the constraints of the premises at Flintoff Way which are now 25 years old. This restricts the Practice's ability to employ additional clinical staff to better meet the needs of patients. Much work has been undertaken to further this important issue with a disappointing lack of progress. However, with the support of the PPG, further bids have been made to seek assistance from NHS England.

The PPG have been instrumental in gaining patient feedback on an annual basis. It is considered essential to identify any themes arising from the Patient Survey and these are then discussed at the next meeting and actions determined for implementation by the Practice.

The PPG has also provided feedback on anonymised complaints and suggested actions as appropriate.

PPG Sign Off

Report signed off by PPG: YES	
Date of sign off: 29.3.2016	
How has the practice engaged with the PPG:	
The Practice has met formally with the PPG on four occasions throughout the year and has had informal discussion in person, by telephone and by telephone when necessary.	
How has the practice made efforts to engage with seldom heard groups in the practice population?	
The practice has made contact with underrepresented groups including Lesbian, Gay, Bi-sexual, Transgender, Ethnic minority and younger people. This was done by direct approach by other members of the PPG and also by letter.	
Has the practice received patient and carer feedback from a variety of sources?	
The practice has received feedback from internal survey, friends and family, complaints / comments and online from NHS Choices.	
Was the PPG involved in the agreement of priority areas and the resulting action plan?	
The PPG have been fully involved throughout the year in planning, service development and complaints where appropriate.	
How has the service offered to patients and carers improved as a result of the implementation of the action plan?	
Awareness of the use of online access has been increased, disabled access has been improved and the PPG is currently actively involved in the planning development of new premises and relocation of the practice. All the above are on-going projects.	
Do you have any other comments about the PPG or practice in relation to this area of work?	

The Practice appreciates the support of the PPG and again has found the members' input to be insightful and valuable in improving services to the patient population.