

Annex D: Standard Reporting Template

Thames Valley Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr Burke and partners

Practice Code:K 84013

Signed on behalf of practice: Anton Glinski Date:30 March1015

Signed on behalf of PPG: Patricica Law Date:30 March2015

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,
Number of members of PPG: 5

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50	50
PRG	20	80

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	8%	48%	24%	8%	5%	3%	2%	2%
PRG						100		

Detail the ethnic background of your practice population and PRG:

	British Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	Mixed/ multiple ethnic groups	White & Asian	Other mixed
Practice								
PRG								

	Indian Pakistani	Bangladeshi	Asian/Asian British	Chinese	Other	Black/African/Caribbean/Black British	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 do not have a detailed breakdown as in common with most Practices this detail is not collected however we try to attract people from all backgrounds and we have had in our past membership but due to time constraints and other commitments they do not stay for long so our membership has tended to be retired people.

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 advertised extensively on our website and on our in house information screen. However this does not seem to interest younger people .

2.Review of patient feedback

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

Patient survey

Thank you letters and verbal feedback

NHD Choices comments

Doctors patient survey comments

Friends and Family test

White board with post it notes for comments ,in Reception,was very useful.

How frequently were these reviewed with the PRG? When they come up

3.Action plan priority areas and implementation

Priority area 1

Description of priority area:

Increase PPG membership

What actions were taken to address the priority?

Producing marketing leaflet

Look into setting up a virtual group

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

This will enable those with time and access issues to participate

Priority area 2

Description of priority area: Encouraging electronic prescribing

What actions were taken to address the priority?

This has been extensively advertised on screen and in paper handout format.

However due to issues with several of the local pharmacies there has been quite a lot of patient dissatisfaction .When it works it works well.

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

Results in time saving for patients as script is already in the pharmacy

Publicised by paper handouts and on practice information screen

Less likelihood of error against handwritten scripts.

Had pharmacies in to talk through issues.

Priority area 3

Description of priority area :involvement in OCCG events and involvement in Oxford City Locality Patient Participation Group Forums,Oxfordshire Patient Forums, and HealthWatch

What actions were taken to address the priority?
Representatives attended meetings and host the Healthwatch meetings at the Practice

Result of actions and impact on patients and carers (including how publicised):
Gives the PPG the wider picture and also access to comment on any proposals being put forward which could shape future services.Publicised on the website in the PPG minutes.

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):

These were outlined in our previous returns

- More involvement in getting our patients voices heard with the CCG and other health bodies.(achieved)
- Encouraging more patients, especially representation from the student body to join the PPG.(still trying)
- Continue to advertise Patient Reference Group to patients, and we now have our own notice board in the Practice. (achieved)
- Establish a virtual group who can comment via the website to ensure a wider range of views, opinions and suggestions are gathered.(work in progress)
- Assess patient information displayed in waiting areas, and make sure staff are aware of the information for patients(achieved).
- Ensure that when appointments are running late that reception staff tell patients of the expected wait time.(achieved)

4.PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

We have made strenuous efforts to have an all inclusive membership.

Has the practice received patient and carer feedback from a variety of sources?

Yes as outlined in this return.

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

The PPG has from its inception several years ago has been involved in deciding priority areas and checking on implementation of action plans

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

Improved use of on line services.

Taking a pro-active role in shaping healthcare services provided at the practice and OCCG.

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

The PPG Chair meets regularly(usually monthly) on a one to one basis with the Practice Manager