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**Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template**

London Region North Central & East Area Team

Complete and return to: [england.lon-ne-claims@nhs.net](mailto:england.lon-ne-claims@nhs.net) no later than 31 March 2015

Practice Name: Newbury Group Practice

Practice Code: F86060

Signed on behalf of practice: *A Wilson*

Date: 23/3/15

Signed on behalf of PPG: *A. Forster*

Date: 23/3/15

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

Does the Practice have a PPG? YES

Method(s) of engagement with PPG: Face to face, Email, Other (please specify) Face to Face, Email, Telephone

Number of members of PPG: 10

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<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 50%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>40.2%</td> <td>59.8%</td> </tr> <tr> <td>PRG</td> <td>20%</td> <td>80%</td> </tr> </tbody> </table>	%	Male	Female	Practice	40.2%	59.8%	PRG	20%	80%	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>14.2</td> <td>10</td> <td>18.8</td> <td>27.2</td> <td>12.3</td> <td>8.5</td> <td>7.5</td> <td>1.5</td> </tr> <tr> <td>PRG</td> <td>0.7</td> <td>4.7</td> <td>17.6</td> <td>16</td> <td>15.1</td> <td>16</td> <td>28</td> <td>1.9</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	14.2	10	18.8	27.2	12.3	8.5	7.5	1.5	PRG	0.7	4.7	17.6	16	15.1	16	28	1.9
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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	16	0.5	0	10	0.2	0.1	0.8	0
PRG	40	0	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	Arab	Any other
Practice	24	10.2	8.7		16.5	3.7	2.8	0.5	0	6
PRG	20	0	0	0	0	0	20	20	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:

There is difficulty engaging the younger age groups, an online PRG is therefore being created for the 16 – 25 age group to ensure representation. PPG open days held where new members are encouraged. Current members of the PPG approach patients in less represented groups.

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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

**2. Review of patient feedback**

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

- Complaints
- Comments gathered from patient liaison officer (PPG member)
- Surveys carried out on reception staff and Nursing team
- Comments box

How frequently were these reviewed with the PRG? monthly

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### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area: Increase patients awareness of surgery services

What actions were taken to address the priority? Created information leaflets for diagnostic testing, emergency appointments, out of hours services, routine appointments

Result of actions and impact on patients and carers (including how publicised): publicised via posters and via the patient liaison officer leaflets available at reception. This has improve patient/carers awareness helping to negotiate the systems in practice Patients have commented on how helpful the leaflets are.

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### Priority area 2

Description of priority area: increase sessions for "health and social services colleagues " invited to the practice

What actions were taken to address the priority? Previously these colleagues were only invited during PPG open days However due to patient interest this has been changed to quarterly sessions. (Information weeks)

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

Publicised by putting up posters in the surgery and local shops/chemists

Patients were very happy with the pharmacist that came in to discuss services that they offer and also the age uk representative. Voluntary care representative also signed up some new members

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**Priority area 3**

Description of priority area: Create newsletter to keep patients informed of PPG and practice activities

What actions were taken to address the priority? Several meetings to discuss format of newsletter and how contributions to content would be made and who would take responsibility for producing it

Result of actions and impact on patients and carers (including how publicised):  
Newsletter available to patients in reception. Patients feel better informed about changes taking place that are particularly related to "their" surgery. Patients are beginning to feel more ownership in the practice.

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Progress on previous years

Is this the first year your practice has participated in this scheme?

No

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Increasing number of patients using EMIS on line to book appointments and request repeat medication

Cancellation line utilised by patients to cancel appointments

Additional surveys carried out in year on reception service and nursing team

On- going patient awareness

PPG notice board updated and changed regularly

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4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 23/3/15

How has the practice engaged with the PPG: representation at monthly meetings, support during open days and events. Given access to telephone, computer, stationary and a room to hold ad hoc meetings.

How has the practice made efforts to engage with seldom heard groups in the practice population? Yes however, this is an ongoing project to involve as many groups as possible to help us to help the practice improve services to all the patients. The practice has approached patients who are deaf and blind to participate but to date they have not come forward.

Has the practice received patient and carer feedback from a variety of sources? . We offer access via, one to one discussion, email and a comments box where patients can leave paper comments. We also offer to call patients if they wish to discuss anything

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 are better informed and the feedback to the PPG has been far more positive. We feel that the waiting room is a happier place to be.

Do you have any other comments about the PPG or practice in relation to this area of work? This is an ongoing process that will continue

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