

Annex D: Standard Reporting Template

[Name] Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Patterdale Lodge Medical Centre, Legh Street, Newton-le-Willows, Merseyside, WA12 9NA

Practice Code: 8038

Signed on behalf of practice: Mr R.Lowe

Date: 16.03.15

Signed on behalf of PPG: Mr Alan Cunliffe

Date: 16.03.15

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/ Social Media											
Number of members of PPG: 39											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	5935	6086	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	14	25	Practice	2437	1076	1591	1747	1766	1282	1176	910
			PRG	0	2	6	8	7	6	10	1

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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								
PRG	30			2				

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

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:

A campaign was undertaken to engage more patients within the PPG. This was done by canvassing patients through face-to-face interaction, email, text, questionnaires and email forums. We ensured that all sections of society were able to contribute by asking all sections of our population to contribute. We also advertised our PPG on our electronic screen.

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:

Patient survey
Reception environment
Planning application for Wetherspoons Pub next door

How frequently were these reviewed with the PRG?

On-going throughout the year

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Reception environment</p>
<p>What actions were taken to address the priority?</p> <p>Online/face to face discussion of what could be improved.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Improved waiting area/reception due to remedial works. Phones taken off front desk and enhanced patient confidentiality and satisfaction.</p> <p>(Publicised website/reception)</p>

Priority area 2

Description of priority area:

Patient survey

What actions were taken to address the priority?

Online/face to face discussion of what could be improved within the practice

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

Improvement of customer services in reception and a nicer waiting room environment. (Publicised website/reception)

Priority area 3

Description of priority area:

PPG Challenge to proposed Wetherspoons development next door to the surgery

What actions were taken to address the priority?

The PPG lead a challenge to the proposed Wetherspoons development next door to the surgery

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

Initial proposals were withdrawn by Wetherspoons, however they have subsequently been granted planning permission.

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):

Our telephone appointments have been a great success. This has prompted us to also provide express 5 minute appointments after discussion with PPG.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 16.03.15

How has the practice engaged with the PPG:

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

Face to face/online

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

Yes

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?

Yes

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

No

