Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Middleport Medical Centre

Practice Code: Y02867

Signed on behalf of practice: G Johnson Date: 17.2.15

Signed on behalf of PPG: D Rowley Date: 17.2.15

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

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| 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: approx. 10 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 52 | 48 | | PRG | 30 | 70 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 23 | 12 | 21 | 14.5 | 11.5 | 8 | 5 | 5 | | PRG | 0 | 0 | 0 | 0 | 20 | 20 | 40 | 20 | |
| 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 | 9 |  |  |  |  | 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any 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 advertise the PPG in the reception area. We show it on our website and in the Patient leaflet which is given to all new patients when they register.**  **We also encourage the current members to invite people from all ethnic backgrounds to come to meetings** | |
| 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/NO  yes  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  Significant number of job seekers. We try to engage with people when they come into the surgery, we have held open days but very few attend | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  We did 2 surveys during the year to try and gain patient feedback. |
| How frequently were these reviewed with the PRG?  twice |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Encourage more members to join the PPG |
| What actions were taken to address the priority?  Information leaflets, asking at reception, advertising the meetings, mention of Facebook page |
| Result of actions and impact on patients and carers (including how publicised):  We have not had any new members of the PPG despite trying very hard to engage with the whole practice population |

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| Priority area 2 |
| Description of priority area:  Help PPG to engage with the practice community and gain ideas and opinions of the wider practice population |
| What actions were taken to address the priority?  Advertising of open days. Messages on board in reception. Leaflets and information in clinical rooms |
| Result of actions and impact on patients and carers (including how publicised):  No further engagement from practice members |

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| Priority area 3 |
| Description of priority area: |
| What actions were taken to address the priority? |
| Result of actions and impact on patients and carers (including how publicised): |

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):

We have had 6 new members join our PPG including a new chairman. He is also a member of the Patient Congress and is an enthusiastic member of both. We continue to try to engage with other patients but to very little avail.

We held an Open Day in August when we invited people from a wide variety of health providers; Douglas Macmillan, Diabetes UK, Changes, Bowel Cancer, BHF etc

Patients tell us they are not interested or do not have the times, despite the vast majority of the patients being either unemployed or retired. We will continue to try to increase numbers

1. PPG Sign Off

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| Report signed off by PPG: 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?  Has the practice received patient and carer feedback from a variety of sources?  Was the PPG involved in the agreement of priority areas and the resulting action plan?  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Do you have any other comments about the PPG or practice in relation to this area of work?   * We advertise the meeting widely in the practice * We try to engage with patients during clinics, e.g. we had a stand when the flu clinics were being undertaken * The PPG are also keen to gain new members but when you send out >1000 invitations to an Open Day at the surgery and only 7 people turn up, all of them from the PPG, it is somewhat disheartening. |