

Annex D: Standard Reporting Template

Birmingham, Solihull & Black Country Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Nechells Practice

Practice Code: M85759

Signed on behalf of practice:



Date:

5/2/15

Signed on behalf of PPG:



Date:

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: 4																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 50%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>2085 49%</td> <td>2167 51%</td> </tr> <tr> <td>PRG</td> <td>3</td> <td>1</td> </tr> </tbody> </table>	%	Male	Female	Practice	2085 49%	2167 51%	PRG	3	1	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><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%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1323 31%</td> <td>480 11%</td> <td>685 16%</td> <td>592 14%</td> <td>478 11%</td> <td>319 8%</td> <td>198 5%</td> <td>177 4%</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td></td> <td>2</td> <td>1</td> <td>1</td> <td></td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1323 31%	480 11%	685 16%	592 14%	478 11%	319 8%	198 5%	177 4%	PRG					2	1	1	
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Detail the ethnic background of your practice population and PRG: 837 **18.2%** Unknown/Not recorded

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	1097 26%	56 1%	2 0.1%	49 1%	140 3%	46 1%	29 0.7%	35 0.8%
PRG	3							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	20 0.5%	251 6%	69 2%	120 3%	147 3%	895 21%	335 8%	93 2%	9 0.2%	27 0.7%
PRG						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:

We advertise and promote PPG membership to all our patients and have accepted everyone who has volunteered

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:

The practice has a large proportion of African registered patients and so we have a PPG representative who is African

2. Review of patient feedback

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

PPG suggestions, Patient feedback survey from Q1 2014, Family & Friends survey feedback, comments from patients suggestion box, patient complaints, feedback from NHS choices

How frequently were these reviewed with the PRG? Patient feedback is discussed at each PPG meeting (at least 1 per quarter).

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Engage the PPG group with initiatives that support the practice in helping our patients

What actions were taken to address the priority? The PPG have spent time in our waiting area speaking with patients and gaining feedback. Future help will focus on obtaining FFT feedback and promoting on-line booking of appointments and prescriptions.

Result of actions and impact on patients and carers (including how publicised): Patients being engaged with practice and encouraged to provide feedback.

Priority area 2

Description of priority area: Aim to communicate with some hard to reach patient groups

What actions were taken to address the priority? PPG have agreed to contact the local mosque to start dialogue with the aim of encouraging community leaders to participate in communicating health matters to local residents

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

Priority area 3

Description of priority area: Promote the practice and its range of services within the local area

What actions were taken to address the priority? PPG to distribute practice information in the neighbourhood.

Result of actions and impact on patients and carers (including how publicised): Better knowledge in the community of health issues and services that the GP practice offers.

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):

New PPG re-launched within last 12 months.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 5th Feb 2015

How has the practice engaged with the PPG: Several meetings organised by the practice.

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

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? Improved communications

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