

Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Cambridge House Surgery

Practice Code: M83624

Signed on behalf of practice: DW Date: 18.2.2015

Signed on behalf of PPG: Lynette Haywood Date: 24.2.2015

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: 12																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1371</td> <td>1255</td> </tr> <tr> <td>PRG</td> <td>5</td> <td>7</td> </tr> </tbody> </table>	%	Male	Female	Practice	1371	1255	PRG	5	7	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <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>489</td> <td>230</td> <td>359</td> <td>343</td> <td>372</td> <td>332</td> <td>296</td> <td>206</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>1</td> <td>0</td> <td>1</td> <td>4</td> <td>2</td> <td>4</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	489	230	359	343	372	332	296	206	PRG	0	0	1	0	1	4	2	4
%	Male	Female																																			
Practice	1371	1255																																			
PRG	5	7																																			
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75																													
Practice	489	230	359	343	372	332	296	206																													
PRG	0	0	1	0	1	4	2	4																													

--	--

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	2431	0	0	46	11	8	9	7
PRG	9	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	5	60	0	2	20	9	3	3	3	10
PRG	0	0	0	0	0	0	0	0	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:

We have put up posters and notices in the waiting room, added this information to the website and to the call in screen in the waiting room so that all patients have access to this information with contact details if they would like to join the ppg.

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:

Friends & Family test – comments were mainly positive with only two negative comments.

Website –
NHS Choices website

How frequently were these reviewed with the PRG? 3 monthly when the group meets.

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="185 384 589 419">Description of priority area:</p> <p data-bbox="185 459 913 494">To improve on the day emergency patient access.</p>
<p data-bbox="185 608 891 643">What actions were taken to address the priority?</p> <p data-bbox="185 683 2045 754">The practice now sees on the day emergencies, the patients can ring or walk in and if they feel that it is an emergency then the Gp will see them that day. All children are seen the same day.</p> <p data-bbox="185 794 2045 866">We have also taken up the Weekend opening DES which meant that the practice opened on a Saturday morning from December through to 14th February, but we had a very low uptake of patients using this service.</p>
<p data-bbox="185 979 1317 1015">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="185 1054 2045 1126">We publicised these action using posters in the waiting rooms, by adding it to the website and newsletters. Adding the information to the call in screens so that all patients accessing the surgery can see this when they are waiting.</p>

Priority area 2

Description of priority area:

Disabled car parking

What actions were taken to address the priority?

The practice has rebuilt the side wall adjacent to the car park and have removed the front wall to improve the access and parking to the disabled area at the front of the car park.

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

The car park is now a lot more accessible to patients, especially the disabled car park space at the front of the car park. Because the wall has been removed patients can now open doors and access scooters etc a lot easier than before.

Unfortunately this has also had a detrimental effect that none disabled patients are parking in the disabled spot because it is easier to park and blocking the car park for disabled patients. Notices have been put up in surgery asking patients not to park in the disabled areas and we are currently working with the council and the local police to enforce this.

Priority area 3

Description of priority area:

Raise awareness of our PPG – to gain more members

What actions were taken to address the priority?

Website

Newsletter

Facebook site

We have ran a free session of CPR in conjunction with ambulance service for patients and their carers to promote the ppg.

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

The Cpr session was well attended and we have been asked if we are putting on further session in the future.

Active face book site, with patients commenting about the surgery and raising awareness.

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):

The patient's surveys and the PPG worked with the surgery to improve the actual building to make it into a more user friendly place for patient to be seen. We had a complete refurbishment in 2011 due to the pressures from the patient's surveys.

Since then the patients went onto question are disabled access and again the practice have now had a disabled ramp built at the side of the building for disabled patients and also for young mums with pushchairs.

4. PPG Sign Off

Report signed off by PPG: member Lynette Haywood on 24th February 2015

Date of sign off: 24.02.2015

How has the practice engaged with the PPG: We hold 3 monthly meetings with the PPG group at the surgery.

How has the practice made efforts to engage with seldom heard groups in the practice population? Notices in the surgery, adding PPG contact details and joining information in the surgery and on the website.

Has the practice received patient and carer feedback from a variety of sources? Website, face book site and FFT.

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? Remodelling of the surgery and carpark has made it a cleaner, friendlier accessible place to be seen with better facilities provided for the patients.

Do you have any other comments about the PPG or practice in relation to this area of work? On going to improve services and the patient experience.

--