

Annex D: Standard Reporting Template

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

Practice Name: **BLOXWICH MEDICAL PRACTICE**

Practice Code: **M91034**

Signed on behalf of practice: *[Signature]* Date: **30 MARCH 2015**

Signed on behalf of PPG: *[Signature]* **3/3/2015** Date: _____
CHAIRMAN

DR JOHNSON MRCGP & DR BRAND MRCGP
BLOXWICH MEDICAL PRACTICE
PINFOLD HEALTH CENTRE
FIELD ROAD, BLOXWICH
WALSALL, WS3 3JJ
TEL: 01922 775138
FAX: 01922 775161

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

Does the Practice have a PPG? YES / NO YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face, Email, Post																																					
Number of members of PPG: 9																																					
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: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">2212</td> <td style="text-align: center;">2410</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> </tr> </tbody> </table>	%	Male	Female	Practice	2212	2410	PRG	3	3	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 style="text-align: center;">792</td> <td style="text-align: center;">479</td> <td style="text-align: center;">483</td> <td style="text-align: center;">450</td> <td style="text-align: center;">760</td> <td style="text-align: center;">576</td> <td style="text-align: center;">554</td> <td style="text-align: center;">528</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> <td style="text-align: center;">0</td> <td style="text-align: center;">3</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	792	479	483	450	760	576	554	528	PRG	0	0	0	0	3	3	0	3
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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	2254	8	0	2963	10	0	6	0
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	10	1	0	2	3	1	3	1	0	1
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:

Advertisements for PPG recruitment and forthcoming meetings and events are posted on the noticeboard, practice leaflet, practice website and distributed in reception area. During health awareness events PPG members approach patients hoping to recruit different age groups and ethnicities into the group. The practice register is made up of approximately 4600 patients. The practice has a higher proportion of patients over 45 compared to the average (ENGLAND). It also has a lower proportion of patients between the ages of 25 & 40 compared to the national average, however attempts are made continually to try and gain more younger PPG members by holding promotions and health awareness events when baby clinics are held.

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

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

No

2. Review of patient feedback

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

Patient questionnaire results end of March 2014.

Patient comments were generally positive, the only areas of negative patient comments were availability of appointments and obtaining repeat prescriptions.

How frequently were these reviewed with the PRG?

At each PPG meeting. A health awareness day, promoting patient online access was held on 4 March 2015. Instructions/helpful information were added to the practice leaflets and practice website.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Online Patient Access Promotion A health awareness day was held on 4 March 2015 helping to promote the online access patients have for ordering prescriptions and booking appointments. An administrator was on hand to demonstrate how to register online.</p>
<p>What actions were taken to address the priority?</p> <p><i>Awareness day and posters were displayed.</i></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><i>The number of patients using the online service was audited before and after the awareness promotion day (3 months) to see if there had been an increase in uptake.</i></p>

Priority area 2

Description of priority area:

Patient services education

What actions were taken to address the priority?

A health awareness day has been planned to be held on 5 May 2015 to display material, re A&E, Out of Hours, Pharmacy First etc. This will inform patients of the appropriate services for patients needing to visit, call for medical assistance within and outside of surgery hours.

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

*Posters placed in the waiting area, and Jayex board.
Reduced number of patients attending inappropriate services
Use of Pharmacy First will ease appointment system*

Priority area 3

Description of priority area:

Diabetes & Arthritis Awareness

What actions were taken to address the priority?

*A health awareness event will be held for promoting the help and advice available for these topics.
The date of this event will be arranged later in the year – to be discussed at PPG meeting.*

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

*Liaise with healthcare Diabetes and Arthritis professionals
Promote services available to patients via promotion day
Advertised by posters and on practice website.*

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):

A new website was created advertising services, helpful information regarding practice opening times etc; published events and results of surveys. CQC visit report and PPG meeting minutes are all published on the practice website and on the Practice notice board.

Funding was obtained from community funding grant for a colour printer, laminator , and notice board for the PPG to utilise creating and displaying posters for health awareness days and promoting the PPG.

Pharmacy First was promoted two days in July 2014, Mental Health Awareness in October 2014 and Online Access in March 2015.

PPG Chairman instigated a "Back General Practice Campaign" petition from an article produced by the RCGP. Posters advertising this were displayed in the surgery and the petition with 149 signatures was submitted.

A lot of colour was added to the PPG notice board by PPG members to make it more attractive and eye catching for patients.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: *10 March 2015*

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?

- *The practice has tried to recruit other groups by approaching patients at the health awareness days*
- *The practice takes feedback from the Friends and Family test since Dec 2014*
- *PPG have been involved with all areas regarding the action plan – items are discussed at the PPG meetings*
- *The practice continually tries to promote the services of the practice and other healthcare professional services, i.e. Walsall Lifestyle. Audits are completed in the practice and discussed at regular meetings both with staff and PPG.*