

Annex D: Standard Reporting Template

NHS ENGLAND(BHAM) Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Sheldon Practice

Practice Code: M85770

Signed on behalf of practice:

Date:28/3/2015

P.k Jheeta

Signed on behalf of PPG:

Date:28/3/2015

D. Jheeta

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) Mainly E mail, Face to face adhoc
Number of members of PPG:7

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	53	47
PRG	50	50

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	24	10	15	14	16	11	8	7
PRG	22	11	11	11	11	17	11	0

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	89	2	0	0	0	0	0	0
PRG	66	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	3	1	1	1	0	1	2	0	0	0
PRG	16	0	0	0	0	16	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:

The PRG was designed to be representative as much as possible for age, ethnicity and sex. The Practice being relatively small with a list size of approximately 2135 patients This was done in several ways. The group comprised a white family with teenage children. An Asian family with very young children. An African family with children of junior school age. Another white family with grown up children. A White just retired couple and a white much older couple. Last year we co-opted a new member to the group who also heads the area neighbourhood watch and has set up a website for patients in the area .He is a retired white male who is very proactive in the community welfare Both partners of each family were included which made the gender of the whole group approximately equal. The group was a virtual group which communicated by E mail. Because of relatively small numbers of Chinese and Bangladeshi and Pakistani patients and the

difficulties that these groups had with E mail and internet access, the Doctor had personal communications with this group by phone and surgery contact to ensure their views were included

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 Carried out in 2011

Feedback from Suggestion box.

Verbal feedback given to Doctor.

Current issues in NHS care

NHS choices.

Friends and Family Test Questionnaires.

How frequently were these reviewed with the PRG? Twice a year.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Access to timely appointments.

What actions were taken to address the priority?

The group was given a choice of

1.The Doctor Triages all appointment requests and either see the patient, signpost to most appropriate person or give phone advice

2.Offer Consultations via Skype or Facetime

3.Offer weekend opening of surgery

It was unanimously agreed to go for option 1.and we all agreed to put a poster in the waiting room, on the B26 website and on the Practice website.

Result of actions and impact on patients and carers (including how publicised):All actions to be completed by mid April.

Although the triage system has commenced the feedback from patients has been positive although they are surprised to be talking to the Doctor for an appointment.

Priority area 2

Description of priority area:

Ease of access to community services, ie Physio, chiropody, Pharmacy, Anticoagulation clinics, Optometrists, Mammogram screening.

What actions were taken to address the priority?

At present we sign post all patients when they request a service and give the service provider details and referral form.

The group was happy with the existing arrangement and a poster will be displayed in the waiting room notifying patients of these services.

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

Poster to be displayed in waiting room once it has been designed.

Priority area 3

Description of priority area:

To assess the standard of service received by patients.

What actions were taken to address the priority?

In this modern world of IT the group decided to promote the use of NHS choices, IWANTGREATCARE.COM and use the FRIENDS AND FAMILY TEST.

Again we agreed to put a poster in the waiting room, on the B26 website and on the Practice website.

Result of actions and impact on patients and carers (including how publicised):
This will be reviewed on a monthly basis and results analysed.

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):

Last year scheme although successful had limitations, having a triage at the end of surgery meant that if patients needed to be seen, it was too late in that the surgery had already finished in the morning so they had to be seen in the evening which caused congestion in the evening surgery. However the demand time on queries was significantly reduced.

The poster advertising Healthy Minds and Physiotherapy services did increase the use of these services but we have now changed this to a more comprehensive list as described above.

The information provided about NHS access to patient data was very helpful and a lot of patients found it easier to understand the implications of providing information for better health care. Interestingly very patients opted out and wanted their data to be available to health care professionals.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 28/3/2015

How has the practice engaged with the PPG:

Mainly by regular E mail , contact, Face to face during consultations and by phone if necessary.

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

By personal face to face communication when seen in the surgery.

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? Too much bureaucracy.

