



Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: HINGHAM SURGERY

Practice Code: D82085

Signed on behalf of practice:

Date:

6/3/15

Signed on behalf of PPG/PRG:

Date:

6/3/15

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, Telephone and Email
Number of members of PPG:	10

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PPG	40%	60%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	18%	8%	8%	11%	17%	15%	14%	9%
PPG					20%	10%	40%	30%

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other White	White & Black Caribbean	White & Black African	White & Asian	Other mixed
Practice	96%	0.2%		3%	0.2%	0.2%	0.2%	0.2%
PPG	100%							

	Asian/ Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice										
PPG										

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 have been spread widely throughout the practice, on the practice website, on PPG notice boards and in their Minutes.

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 (Lesbian Gay Bisexual Transgender) community? YES/NO

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:

Feedback from patients through comments/suggestions/complaints books in surgery waiting rooms

Feedback from patient surveys

Feedback from members of the PPG

NHS Choices

Friends and Family Test

General feedback/comments made by patients to Surgery Staff

DSQS Patient Survey

How frequently were these reviewed with the PPG?

Continually throughout the year at PPG meetings.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Recruitment of PPG Members</p>
<p>What actions were taken to address the priority?</p> <p>This has remained a priority for some time. We have continued to advertise in the surgery newsletter, in new patient packs, on the website and the PPG have designed notice boards for display in the surgery.</p> <p>The PPG and the Surgery decided to make this a priority at an Open Afternoon to be held at the Surgery.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The Open Afternoon was widely publicised with notices advertising the event which were placed around the village and surrounding areas and in local shops. The event was also advertised in the local Parish magazine and on the surgery website. Flyers were prepared for the waiting rooms and local shops.</p> <p>There were two expressions of interest by patients at the Open Afternoon event. Unfortunately these did not result in any new members joining the Group.</p> <p>Efforts are continuing to recruit new members and a new campaign will be launched in March 2015.</p>

Priority area 2

Description of priority area:

Health Promotion

What actions were taken to address the priority?

The PPG have undertaken to provide notice boards for use in the Surgery waiting rooms on a variety of topics including, Warfarin, Keeping Warm and Well, Smoking, Women's Health, Men's Health. They have also started Health Walks around the local area and a new Carer's Group.

One of the main ideas behind the Open Afternoon was to bring the posters 'to life' and support each topic with leaflets and practical advice from Surgery staff. A Health Walk was started from the Surgery during the afternoon and members of the Carer's Group were on hand to promote the benefits of this group.

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

The Open Afternoon was widely publicised with notices advertising the event which were placed around the village and surrounding areas and in local shops. The event was also advertised in the local Parish magazine and on the surgery website. Flyers were prepared for the waiting rooms and local shops.

The afternoon was well attended and everyone felt that there had been a great atmosphere in friendly, relaxed surroundings. The PPG felt that this went really well and it had been a good opportunity for the practice and the PPG to work together to promote these topics.

Members of the Carer's Group felt that the afternoon was really beneficial as they had chatted to several patients who were interested.

Everyone was keen to repeat the Open Afternoon session on an annual basis.

Priority area 3

Description of priority area:

Patient Online Services

What actions were taken to address the priority?

Notices have been placed around the practice, in new patient packs, on the surgery website and in the surgery newsletter to try to promote the use of online services.

During the Open Afternoon we also decided to have staff available for training, registration and general queries regarding the use of these services.

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

The Open Afternoon was widely publicised with notices advertising the event which were placed around the village and surrounding areas and in local shops. The event was also advertised in the local Parish magazine and on the surgery website. Flyers were prepared for the waiting rooms and local shops.

Several patients signed up for online services, others took details away and later returned to take up this service. It was really useful to have members of the PPG involved in this as they were able to reassure patients with their own experiences.

Patients are able to book/cancel appointments with GPs, Practice Nurses and Health Care Assistants. Speciality clinics are also included eg flu, shingles etc. They can also order medication and contact us with queries.

The online service offers more choice for patients as they are able to access these services when the practice is closed.

An audit of appointments shows that prior to the open afternoon we were averaging approx. 70-75 appointments per month that were booked online. After the event the results are as follows:-

October – 106

November – 95

December – 87

January – 84

February – 90

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 continued to work well with our PPG who are very proactive and keen to help with all aspects of engagement.

Any issues or feedback from patients are discussed at meetings and we work together to plan for the future. Our patient feedback is normally quite good and it is a challenge to maintain this standard for the benefit of all patients.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 6 March 2015

How has the practice engaged with the PPG:

With face-to-face meetings, by telephone, by e-mail and attendance at our bi-monthly meetings.

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

The practice has supported the PPG in setting up a Carer's Support group. There is on-going support to promote recruitment to the PPG.

Has the practice received patient and carer feedback from a variety of sources?

Yes, the practice has received feedback through the PPG, through surveys, via the family & friends test, via web-site and from a comments book in the Surgery.

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes, fully involved.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

No direct evidence but anecdotal evidence suggests that more patients are using online services and feedback about all aspects of the practice continues to be positive.

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

We feel the practice are extremely supportive in the PPG's work.