

**Annex C**

**Arden, Herefordshire and Worcestershire Area Team  
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Broad Lane

Practice Code: Y02857

Signed on behalf of practice: Malcolm Tongue

Date: 31<sup>st</sup> March 2015

Signed on behalf of PPG: \_\_\_\_\_

Date: 31<sup>st</sup> March 2015

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

Does the Practice have a PPG? YES / NO											
Method of engagement with PPG: Face to face, Email, Other (please specify)											
Number of members of PPG:											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	49%	51%	Practice	19%	8%	15%	14%	19%	9%	9%	7%
PPG	44%	56%	PPG				22%	44%	22%	12%	

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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	73%	1%	1%	1%	1%	1%	1%	1%
PPG	85%			15%				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1%	1%		1%		1%	1%			1%
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:

We believe the PPG is fairly representative of the patient base which is predominately White. We encourage all patients to take part in shaping the surgery policies and procedures via the various feedback channels and run an ongoing recruitment campaign for the PPG

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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:

We have a suggestion box, twitter and facebook accounts plus the website – we have conducted in house surveys and also FFT forms that allow patients in addition to the PPG

How frequently were these reviewed with the PRG?

At each of the two monthly PPG meetings

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Reduction in use of locum GPs</p>
<p>What actions were taken to address the priority?</p> <p>Employed in house bank employees and a new salaried GP</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Improved consistency in GPs better continuity of care for patients who could see same Doctor each time they attended</p>

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Priority area 2
<p>Description of priority area:</p> <p>Open Surgery Appointment cap</p>
<p>What actions were taken to address the priority?</p> <p>Open surgery appointments capped at 15 per session with an additional 3 emergency if needed. Poters created to identify he type of immediate and emergency appointments that were appropriate for open surgery</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Publicised in surgery for 6 weeks prior to introduction, notes on prescriptions, figures for open surgery use published monthly to educate patients and assist their understanding of the cap and the implications.</p> <p>Overall effect more efficient running of the open surgery with less routine non urgent issues taking appointments from those wit a genuine need – average daily use is 12.83 appointments proving the cap has been set at the appropriate level for the demand</p>

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### Priority area 3

Description of priority area:

Door Opening Times – patient queueing in car park for open surgery appointments to ensure they get an appointment

What actions were taken to address the priority?

Opened the doors 15 mins before surgery due to begin o patients could wait in warm – gave patients a number as they entered and then when reception opened patients forward in number order to book them in

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

Posters in practice word of mouth, notes on prescriptions – impact a lot of good feeling earned and positive comments both on internal survey and FFT forms

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### 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):

Unable to comment as I've only been appointed during this last year

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### 4. PPG Sign Off

Report signed off by PPG: NO
Date of sign off:
Has the report been published on the practice website? Will be
How has the practice engaged with the PPG:
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? Yes
Do you have any other comments about the PPG or practice in relation to this area of work? A good, active well engaged group who are not afraid to challenge and ask searching questions

Please return this completed report template to the generic email box – [england.ahwat-pc@nhs.net](mailto:england.ahwat-pc@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.