

Annex D: Standard Reporting Template

NHS Greater Manchester
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Deane Clinic**

Practice Code: **P82660**

Signed on behalf of practice: **Dr M Selvarajan**

Date: **25/03/2015**

Signed on behalf of PPG: **Mrs S Cooper –Chair**

Date: **27/03/2015**

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																																					
Number of members of PPG: 34																																					
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;">1987</td> <td style="text-align: center;">1868</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">15</td> <td style="text-align: center;">19</td> </tr> </tbody> </table>	%	Male	Female	Practice	1987	1868	PRG	15	19	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;">937</td> <td style="text-align: center;">539</td> <td style="text-align: center;">697</td> <td style="text-align: center;">608</td> <td style="text-align: center;">474</td> <td style="text-align: center;">336</td> <td style="text-align: center;">168</td> <td style="text-align: center;">96</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">2</td> <td style="text-align: center;">6</td> <td style="text-align: center;">7</td> <td style="text-align: center;">10</td> <td style="text-align: center;">5</td> <td style="text-align: center;">3</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	937	539	697	608	474	336	168	96	PRG	0	2	6	7	10	5	3	0
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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								
PRG	12	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										
PRG	7	13	0	0	1	1	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 encourage all groups of patients to join our PPG. We distributed the application form in our practice and on our website. Our PPG members represent our practice population regarding their age, gender, ethnicity and disability.

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 received feedback from our patients by the following methods.
Eg: Comment Cards, Complementary cards, Face to Face, Letters and Telephone.**

How frequently were these reviewed with the PRG?

The group met 3 times this year. The meeting was always attended by the lead GP, Practice Manager and the Administrator. This facilitates the feedback from the patients which were dealt appropriately in a timely manner.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Repair of the Horsfield Street. This is the road leading to our practice. There were many potholes which were not repaired for the past few years. This caused hazards for less-able patients, mums with pushchair and elderly patients.

What actions were taken to address the priority?

The PPG addressed these concerns with supportive evidence to the Bolton Council, Councillors and local MP.

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

Bolton Council has repaired the road surface recently. The message was publicised in our surgery notice board and Deane Clinic website.

Priority area 2

Description of priority area:

Feeling cold in the corridors and minor surgery waiting area.

What actions were taken to address the priority?

Patient complaints in the winter season. We used portable heaters in order to enhance the temperature control in the past. Unfortunately it was not adequate. Therefore now we have installed permanent High capacity wall mounted electric heaters.

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

Adequate heating. The patients are happy. The message was publicised in our notice board and Deane Clinic website.

Priority area 3

Description of priority area:

Some patients requested to have the evening appointments for blood tests, due to their work commitments and other related issues.

What actions were taken to address the priority?

We provide alternative weeks appointments on Thursday and Friday evenings for Bloods.

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

This service facilitates for working, school & university students and carers.

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 majority of the actions agreed in our previous patient survey (2013 -2014) have been implemented. Our long term action plan is under review.

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **27.07.2015**

How has the practice engaged with the PPG:

Face to Face, Telephone and email.

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

We encourage the patients to join our PPG opportunistically.

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?

Safe pathway

Comfortable environment.

Flexibility

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

No