

## 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: Minster Medical Practice

Practice Code: D81019

Signed on behalf of practice: *Andy Slater*

Date: 17.03.15

Signed on behalf of PPG/PRG: N/A

Date: 17.03.2015

#### 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
Number of members of PPG:	9

Detail the gender mix of practice population and PPG:			Detail of age mix of practice population and PPG: As at 12.01.2015								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	2804	2937	Practice	729	401	534	452	626	795	383	412
PPG	5 50.3%	4 49.7%	PPG	0	0	0	1	3	3	2	0

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								
PPG	9	00	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										
PPG	0	0	0	0	0	0	0	0	0	0

Patients do not always complete the ethnicity section of the GMS1. As a practice we do ask patients but language barriers mean it is difficult to understand for some patients. As a result we feel we cannot fully complete the ethnic mix on the form. That said the majority of patient are White British which the group reflects.

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 practice also has a dedicated section on its website for its PPG. We also have posters and leaflets for the Patient Group in the practice waiting area and the PPG is advertised on the screen in the waiting room.

We find it difficult engage with our younger population who rarely engage with the surgery .

We also write a newsletter to attract more patients.

The group will be relaunched in April as part of the assistant managers development plan

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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 (Lesbian Gay Bisexual Transgender) community?

No , in so much as we are not a lot different from most city centre practices.

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 looked at the Friends and Family test for trends, suggestions from the suggestion box, comments on NHS choices and complaints.

How frequently were these reviewed with the PPG?

Patient feedback is discussed and reviewed with the PPG at its meeting on an adhoc basis. Any changes are displayed on the screen

## 3. Action plan priority areas and implementation

Action Plan and PPG DES report to be included on the Patient Group page of the Practice website. Action plan was very difficult to produce as the PPG couldn't really agree as to what were priority and what were just small adjustments. Getting an appointment was one area that was a consistent in the discussion  
Yes

### 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 introduced a new appointment system which gives us more book on the day appointments. Anecdotal evidence and reduced complaints seem to suggest it is working.

## 4. PPG Sign Off

Report signed off by PPG: NO

Date of sign off: 17/03/2015

How has the practice engaged with the PPG:

- The Annual meeting was held with Senior partner and Practice manager
- Held ad hoc meetings with the PPG Chair and Secretary
- Maintained the PPG pages on the practice website and posted PPG publications

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

YES we hold a monthly carers drop in session in the health promotion room and often prescribe the Carers Prescription

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

No

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

- Increased access to doctors and nurses through improvements in the appointment system

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

It has been a difficult year for the PPG as the chair stepped down as he found full employment and some momentum was lost. Plans to relaunch in April should see it more functional this coming year