Annex D: Standard Reporting Template

[Name] Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr Iqbal and Partners

Practice Code: B83622

Signed on behalf of practice: Date:30.3.2015

Signed on behalf of PPG: Date: 30.03.2015

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

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| Does the Practice have a PPG? YES |
| Method of engagement with PPG: invitation to meetings, sms, email, monthly engagement events |
| Number of members of PPG: 4 |
| 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 | 1 |  |  | 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice |  |  |  |  |  |  |  |  |  |  | | PRG | 1 | 1 |  |  |  |  |  |  | 1 |  | |
| 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 advertised our PPG on the notice boards, the newsletter, the practice website, we sent out SMS messages and emails to all patients over the age of 16. |
| 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 |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Friends and Family comments.  NHS choices  Comments and Suggestions Box  Patients direct access to employed patient engagement lead one day a week  Feedback given at monthly practice events |
| How frequently were these reviewed with the PRG?  Comments and feedback on monthly event sessions are emailed to virtual PPG members along with our PRG |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: Exercise Groups |
| What actions were taken to address the priority?  People were interested in getting fit and getting out of the house. Some did not feel that they would walk alone or would lose motivation to do so. A weekly walkers group set up by another local practice was advertised to welcome our patients. We are also working in partnership with local VCS to organise gender specific swimming groups. |
| Result of actions and impact on patients and carers (including how publicised):  The group is growing and people are enjoying the walks, this supports people from being isolated and also becoming healthier.  The walking group is advertised on the notice board in the waiting area, the website and our newsletters |

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| Priority area 2 |
| Description of priority area: social isolation |
| What actions were taken to address the priority?  Patients talked about being isolated even when the lived with extended families. The patient engagement lead has set up monthly events which incorporate support form VCS which specialise in social isolation. |
| Result of actions and impact on patients and carers (including how publicised):  Positive healthy minds and attendees are showing interest in attending the other events the practice provides on a monthly basis.  Photographs or our events are displayed on our engagement board in the waiting room and on our website.  Advertised on website, waiting room, newsletters. SMS messages sent out and flyers at front desk |

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| Priority area 3 |
| Description of priority area: Catering for all our patient groups. We considered the CQCs priorities along with our CCGs and we scheduled monthly meetings to engage with patients to ensure we captured every single patient group. |
| What actions were taken to address the priority?  Monthly events were arranged. |
| Result of actions and impact on patients and carers (including how publicised):  Advertised on website, waiting room, newsletters. SMS messages sent out and flyers at front desk.  Very positive feedback from people who attend the event, they are also invited to join the PRG on the feedback form . |

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):

Monthly events now scheduled

Invitations to attend PPG meeting sent out regularly.

Employed a Patient Engagement Lead for one day a week.

1. PPG Sign Off

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| Report signed off by PPG: NO Report to be discussed at next meeting  Date of sign off: 30/03/15 |
| 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? Monthly events are providing a wide range of services available for our patients and self care is promoted through these events.  Do you have any other comments about the PPG or practice in relation to this area of work? |