

Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Kingfisher

Practice Code: K82074

Signed on behalf of practice: David Talbot

Date: 30.03.15

Signed on behalf of PPG: David Jones

Date: 22.03.15

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

Does the Practice have a PPG? YES													
Method of engagement with PPG: Face to face, Email, Other (please specify) regular meetings and emails.													
Number of members of PPG: 10													
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	2815	2709		Practice	844	685	756	792	984	826	360	292
	PPG	4	6		PPG	0	0	0	1	2	4	2	1

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	914	13	0	73	10	9	7	19
PPG	10	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	51	13	5	8	13	28	6	3	0	0
PPG	0	0	0	0	0	0	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:

There have been two previous PPGs since early 2010 but neither was very effective and they were not supported by the clinicians working for the practice during that period.

Following serious concerns about the practice and the temporary take over by McLaren Perry, several open meetings were held and it was decided to re-launch the PPG. The first meeting of the new group was held on 2 July 2014. The current PPG has been much more active and has been very well supported by the current clinicians and by McLaren Perry. Two recent open meetings have been held relating to the procurement process but they have also enabled the PPG to report to a wider group of patients on its work and to receive feedback.

The PPG is keen to widen membership through the recruitment of younger members but contacts with the local school and through families has not so far been successful.

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

(Component 2 – 30% of payment)

Outline the sources of feedback that were reviewed during the year:

We have a website, regular meetings and Friends and family leaflets on display. We also encourage patients to comment on the practice at NHS choices.

PPG also have a notice board which is kept up to date with ongoing issues.

How frequently were these reviewed with the PRG?

The PPG meet at least once a month and any feedback is discussed and action plans put into place.

The PPG developed an action plan in conjunction with McLaren Perry. It included the following:

- Contributing to the procurement process
- Improving access
- Contributing to a review of the range of services and staff mix

- Improving confidentiality / privacy in the reception area
- Improving the reception area
- Improving the website
- Developing communications with PPG members

Significant progress has been made. The PPG acts as a 'critical friend' if it is concerned about implementation of agreed actions

The recent patient survey – part of the procurement process – will be used to review priorities

3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

Priority area 1
<p>Description of priority area:</p> <p>Practice website – lack of information</p>
<p>What actions were taken to address the priority?</p> <p>This is an ongoing issue; there have been problems with access to the website which left us unable to update information on a regular basis. This is now resolved and with the help of a member from the PPG and our website advisor.</p> <p>The Practice Manager will also have an input with updating the site. The practice manager will work closely with the website administrator to better manage the content of the site.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Some improvements are evident but this continues to be a PPG priority for further development.</p>

Priority area 2

Description of priority area:

Privacy area

What actions were taken to address the priority?

We have moved the reception desks further back and have positioned a screen. This now provides a more discreet area for patients to discuss private issues.

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

Positive feedback from patients, notices within the surgery offering the designated area.

Priority area 3

Description of priority area:

Lack of notice board in reception.

What actions were taken to address the priority?

We now have 10 A4 Perspex display holders in place, offering laminated information regarding the practice.
We also have a Perspex photo display which will include a photo of all staff members.

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

The patients are now aware of opening days and times, services available to them and information regarding the practice.

4. Progress on previous years

(Component 4 – 40% of payment)

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

As stated earlier, the current PPG has been in existence since 2 July 2014.

The work plan with its 7 priorities has been continually monitored. A list of outstanding issues / queries was produced 3 months ago to assist with delivery and accelerate progress. It is very evident that significant beneficial changes have been achieved by the PPG in conjunction with clinicians and McLaren Perry since it was re-formed.

5. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 23 March 2015

Has the report been published on the practice website? Yes

Please insert web-link to your report:

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? - PPG is advertised n the website and in a number of publications around the area.

Has the practice received patient and carer feedback from a variety of sources? Not Yet

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? Its still on going and we are not able to quantify it yet.

Do you have any other comments about the PPG or practice in relation to this area of work? This is a new PPG and we are still in the process of working out the dynamics and best communication routes but I think it is a good start and will hopefully grow the long it is in place.

Please return this completed report template to england.enhancedservices-athsm@nhs.net no later than 31st March 2015. **No payments will be made to a practice under the terms of this DES if the report is not submitted by 31st March 2015.**