

Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Norfolk Street Surgery

Practice Code: M83075

Signed on behalf of practice: A Buckley Date: 20/03/2015

Signed on behalf of PPG: _____ Date: _____

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, Email, Telephone.
Number of members of PPG: 7

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4391	3583
PRG	3	4

Detail of age mix of practice population and PPG:

%	<15	15-19	20-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1501	379	562	1501	1216	950	808	588	469
PRG	0	0	0	1	2	2	1	1	0

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								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG										

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:

Unfortunately it is not possible to give you an accurate makeup of the ethnicity of our population, because our current clinical system (healthsoft) does not record ethnicity by read code. We are due to 'go-live' on systemone on Monday 23rd March 2015, when we hope to be in a position to provide this level of data. This problem is widely known within the CCG.

We are a located in a very deprived and ethnically diverse part of the city, although the majority of the Asian population is served by an adjoining practice. Our PPG currently consists of 2 Asian (1 female, 1 male, members for many years) and 5 White British (3 female, 2 male) members. These numbers are pretty much a true representation of our practice population. The one thing we have

failed to achieve is to attract a younger member, but not through lack of effort.

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? Yes, **a younger representative would be very welcome and we will continue to try and recruit.**

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

Constant advertising on notice boards, the practice leaflet, LED screens, LCD TV and our website.

2. Review of patient feedback

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

Patient Survey, Complaints, Comments, Suggestions, F&F and comments emailed to us through the website.

How frequently were these reviewed with the PRG?

Quarterly as they arise.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Provide improved communication media in the waiting room with the provision of additional notice boards.</p>
<p>What actions were taken to address the priority?</p> <p>This has been a long standing requirement, but has been refused in the past because we are tenants in a LIFT building, notices are only allowed to be displayed on established boards, which are extremely limited when considering that there are 3 practices that share the space. A new request, supported by the PPG meeting minutes, was submitted to the building managers, which they subsequently agreed, although the practice had to finance the purchase and erection of the board.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Better communication with patients with relevant notices from local support groups now on display, which we were not able to provide before this board was erected. A small change that makes a large difference.</p>

Priority area 2

Description of priority area:

Promote awareness about carers and highlight their own personal needs.

What actions were taken to address the priority?

We approached the North Staffs carers Association and asked them if they would be prepared to run an event in the practice to promote their work, the work that carers do and the need of carers general. The association attended the practice on Monday 2nd and Friday 6th March and put on a display and spoke with patients about their association and carers generally.

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

Both events were well received by our patients and carers, many of whom paid pleasant compliments to our reception staff. We believe that many of our patients are now more aware of carers and the work they do.

Priority area 3

Description of priority area:

Improve access to the practice by addressing the issue of traffic flow outside the practice premises.

What actions were taken to address the priority?

This is a long standing issue and is the second time it has been addressed, but is a very contentious issue with both the PPG members and the practice population as a whole. It is strongly felt that a simple solutions would be to establish a one way system around a circuit that already exists. The PPG presented a portfolio case (including photographs of the congestion and potential accident areas) to the council some three years ago. They were told that the council would consider the submission, but due to lack of funds in was unlikely that any action would be taken. It was decided by the PPG that they would like to resurrect this issue and build a stronger case for improvements. The practice is currently attempting to 'pull together' all three PPGs that represent practices in this building and address the problem as a larger group. Our PPG members have asked if they can petition patients from all three practices to form strong support for action. This is being discussed by the three practices and permission will then be have to be sought from the building Landlord for the PPG to conduct a survey/petition at the entrance to the building, before presenting any further case/evidence to the council for further consideration.

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

This is a complex and complicated issue to address, involving a number of agencies, but it is a very emotive subject for our patients and the PPG members. It is unlikely to be resolved in the near future, but we will certainly pursue this issue in to next year and beyond if necessary. Response from our local survey indicate that this issue is raised repeatedly by many of our patients.

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):

All previous years issues and progress and resolutions in relation to them have been widely publicised both in the surgery and on the practice website. All minutes of PPG meetings are posted on the website and available for viewing in the surgery. Copies of all these can be made available if necessary. Our PPG has now been established for 8 years and together we have addressed and resolved many issues, to list them all here would not be practical, but minutes of all our meetings can be supplied if necessary.

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: 19th March 2015

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? As stated previously in this report

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, As stated above

Do you have any other comments about the PPG or practice in relation to this area of work? No