

# Annex C: Standard Reporting Template

## Essex Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Greenwood Surgery

Practice Code: Y00589

Practice website address: Greenwoodsurgery.co.uk

Signed on behalf of practice: *Sumner*

Date: 12/3/15

Signed on behalf of PPG: *Wagner*

Date: 16/3/15

### 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, Other (please specify) Quarterly Meetings and via Email |
| Number of members of PPG: 21 engage in face to face meetings  |

Detail the gender mix of practice population and PPG:

| %        | Male | Female |
|----------|------|--------|
| Practice | 51%  | 49%    |
| PRG      | 52%  | 48%    |

Detail of age mix of practice population and PPG:

| %        | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
|----------|-----|-------|-------|-------|-------|-------|-------|------|
| Practice | 16  | 9     | 15    | 12    | 14    | 17    | 10    | 7    |
| PRG      | 0   | 0     | 0     | 0     | 5     | 48    | 29    | 18   |

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      | 95      |       |                          |             |                               |                      | 5            |             |

|          | 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 we have minimal ethnicity data for our patients so I am unable to provide a breakdown of Practice population.

We will continue to advertise the PPG in the Waiting area and including information about joining the PPG in the Monthly newsletter. We also have information available on the Surgery Website and the NHS Choices Website about the PPG meetings and how to join. As part of our registration process we routinely ask for patients email addresses and we will then add them to the Virtual PPG. If they would like to opt out then they can.

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 have reviewed the GP Patient Survey and Friends and Family Test feedback.

How frequently were these reviewed with the PRG? 6 Monthly

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area: Increase diversity of PPG members.

The PPG will spend time encouraging new members to join the group and work on ways to increase patient awareness of the PPG and what they do. This may include a leaflet at Point of Registration.

What actions were taken to address the priority?

The PPG have continued to attempt to encourage new members to join the PPG, this includes adding details about the PPG onto the monthly Newsletter. We also advertise the PPG in the Waiting room, on the Surgery TV presentation, on the Surgery Website and on our NHS Choices page.

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

We hope that by encouraging new members the PPG will be representative of the minority patient groups. This also means that all patients are able to have a voice about the Healthcare in the area.

## Priority area 2

### Description of priority area:

Greenwood Surgery will continue to support the patient views on Confidentiality of their medical records. No Medical records will be made available to anyone outside of the surgery without the patients express consent

### What actions were taken to address the priority?

We continue to provide an opt in/ opt out form to the patients at point of registration for both Summary Care Record and HSCIC data extractions.

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

We produced a leaflet for patients so that they are able to make an informed decision about who sees their medical records.

### Priority area 3

**Description of priority area:**

Patients to be encouraged to join our Virtual PPG.

**What actions were taken to address the priority?**

We collect patient email addresses and automatically add them to the Virtual PPG unless they opt out.

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

We hope that by encouraging new members the PPG will be representative of the minority patient groups. This also means that all patients can have a voice about the Healthcare in the area.

### 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 few members from each of the 4 PPG's in South Woodham Ferrers have now formed a Combined PPG. This new group has been engaging with the CCG and HC2K in the hope of bringing better and new services to the local area.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 16/3/15

How has the practice engaged with the PPG: The Practice holds face to face meetings with the PPG at least once every quarter. I also regularly email the PPG with any surveys or any changes proposed to be able to gather feedback.

How has the practice made efforts to engage with seldom heard groups in the practice population? We have been advertising on the Waiting Room TV as well as gathering email addresses for the Virtual PPG at point of registration.

Has the practice received patient and carer feedback from a variety of sources? This year we have been surveying our patients about the proposed new Health Centre. We had surveys available in the reception area as well as sending out a survey via email to all patients that we have email address details for.

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? We continue to receive positive feedback through patient letters and the Friends and Family test. We are also actively encouraging patients to join the PPG to be able to have a say in the services that we provide.

Do you have any other comments about the PPG or practice in relation to this area of work? The Greenwood PPG and the other PPGs in South Woodham have been actively engaging with the CCG and NHS England to attempt to improve local healthcare and the services available locally. They will continue to engage with the Practice, the CCG and NHSE to improve the locally delivered services for residents of South Woodham Ferrers.