

Annex C: Standard Reporting Template

Schedule M

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

Practice Name: Dr Hanspaul & Partners

Practice Code: K83024

Signed on behalf of practice:



Dr DG Williams

Date: 26/03/2015

Signed on behalf of PPG:



Mrs S Smith

Date: 26/03/2015

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) Face to Face meetings and Email									
Number of members of PPG: 9 at the beginning of the year 4 at the end of the year									
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:				
%	Male	Female							
Practice	5360	5453							
PPG	1	1							
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	
Practice	2305	1009	1267	1488	1632	1240	1039	815	
PPG							4		

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.6%	50.4%
PPG	25%	75%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	21.3%	9.3%	11.7%	13.8%	15.1%	11.4%	9.6%	7.55
PPG							100%	

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	30.1%	0.25%	0%	1.8%	0.17%	0.11%	0.14%	0.22%
PPG	100%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.41%	0.09%	0%	0.14%	0%	0.22%	0.05%	0.04%	0%	66.4%
PPG										

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 is an invitation message displayed on the call in system. This is open to all patients of all ethnic groups.

There is an invitation message on the practice website.

The PPG (who now wish to be known as a Patient Forum) have produced invitation leaflets and these are available at reception.

The Patient Forum has primarily consisted of retired patients, specific clinics have been targeted to attempt to try and attract a wider age group but with little success.

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:

The Patient Forum have always had the authority to approach patients in the surgery and have produced several questionnaires during the year.

Any major issues or suggestions are fed back to the practice for discussion and where agreed, action is taken.

Any complaints that were felt to be relevant would be discussed with the Patient Forum.

Since January 2015 the practice had also participated in the FFT and in future the Patient Forum will have access to the results.

How frequently were these reviewed with the PRG?

We do not have a PRG but the Patient Forum shared the results of their surveys with the practice.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>The expansion of the Patient Forum in order to better represent the practice population</p>
<p>What actions were taken to address the priority?</p> <p>Leaflets at reception. Invitation messages on the call in system. Invitation messages on the practice website. Messages on prescriptions.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Some recent increase in membership after the initial reduction mid 2014</p>

Priority area 2

Description of priority area:

Reduce DNA rate – Educate patients

What actions were taken to address the priority?

Large posters in waiting room updated with DNA numbers each month which gives the missed appointments as GP hours that could have been utilised by other patients.

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

Little impact on DNA rates.

Positive comments from patients, many of whom were not aware of the issue and now realise the impact on appointments that DNA's cause.

Priority area 3

Description of priority area:

What actions were taken to address the priority?

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

4. 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 practice and the Patient Forum agreed to a gradual replacement of waiting room chairs to CQC approved 'wipe clean' chairs.

The surgery is approaching 50 years old and requires constant (and increasing) maintenance. The Patient Forum was party to discussion and invited to comment on the 'wish list' for any future refurbishment of the practice. (Subject to funding)

5. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26/03/2015

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:

The practice management has changed and a new relationship with the Practice Forum is developing. Both parties are positive about the future.

How has the practice made efforts to engage with seldom heard groups in the practice population?

GPs and nurses are encouraged to inform patients of these groups about the patient forum.

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

Patient Forum questionnaires have not highlighted any significant issues.

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

The Patient Forum were involved and agreed the priority areas.

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

Positive comments about the new waiting room chairs.

Positive comments about the DNA posters.

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

After a slow start to the year the Patient Forum and the practice agree that they have a much better working relationship and that with some effort the Forum can grow in size and progress to continue to better represent the practice population.