

Annex D: Standard Reporting Template

North Yorkshire and Humber Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Northpoint Medical Practice

Practice Code: Y02344

Signed on behalf of practice: Tracy Meyer Date: 26/3/15

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, Other (please specify) Face to face, letters and email											
Number of members of PPG:8											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	50	50	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	60	40	Practice	24	12	15	13	14	8	8	6
			PRG	0	0	0	0	0	3	4	1

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	2752	2	0	334	2	4	1	11
PRG	8	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	0	0	0	1	2	1				
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:

The practice advertises on the jayex board. As new patients are registering we inform them of the PPG group and ask if they are interested in joining.

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:

NPS scoring system (internal to practice)- patients score the service and clinicians from 1 – 10, these were collated and recorded daily and fed back to head office monthly.

You said, we did – patients gave us feedback and where possible we would act on the requests, magazines in waiting area etc

We now use the FFT scoring system

How frequently were these reviewed with the PRG? At meetings

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>More ethnic patients to join the group</p>
<p>What actions were taken to address the priority?</p> <p>Talk to patients when they are at the surgery</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>No ethnic patients were interested in the PPG group, although we did have a new British member join. We are continuing our push during 2015/16</p>

Priority area 2

Description of priority area:

Review the age group of the PPG

What actions were taken to address the priority?

Speaking with patients to discuss group and new attendees

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

One new group member. Group will be pushing for new members during 2015/16

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):

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):

Group requested access to HCA on a weekend working pattern, this has now been resolved and we have HCA working alternative weekends

4. PPG Sign Off

Report signed off by PPG: NO

Date of sign off:

How has the practice engaged with the PPG:

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

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

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

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

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