

# Annex D: Standard Reporting Template

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

Practice Name: POPLAR HOUSE SURGERY

Practice Code: P81031

Completed by: Carol Tweedy

Date: 13 April 2015

Signed on behalf of PPG: *David Cookson*

Date: 13 May 2015

Please confirm that the report has been published on the practice website by 31<sup>st</sup> March 2015 ~~YES~~/NO (If no, please provide further information) WILL BE PUBLISHED ON THE WEBSITE AS SOON AS COMPLETED. I WAS NOT AWARE OF THIS TEMPLATE.

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

Does the Practice have a PPG? YES <del>NO</del>
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>Face to Face, e-mail, telephone, texting</b>
Number of members of PPG: 10 Active, 4 virtual

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	50.94	49.06
PRG	20%	80%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	11.85	8.65	10.89	11.47	16.22	14.14	11.32	11.79
PRG	-	-	-	10.00	20.00	30.00	40.00	-

Detail the ethnic background of your practice population and PRG: **PRACTICE AS PER PUBLIC HEALTH ENGLAND: 0.08% NON-WHITE ETHNIC GROUP  
PPG: WHITE**

	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:

**There is PPG information on notice boards and leaflets at the practice which make it clear that PPG membership is open to everyone. There is also information on the practice website.**

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/NO

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

**The practice is in an area with a large number of Nursing Homes. The practice has achieved membership of the Dementia Action Alliance. To date, it is too early to say the degree of success.**

## 2. Review of patient feedback

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

**Patient survey – conducted in Feb/Mar 2014 – next one due in August/Sept 2015**  
**Log of patients remarks during PPG Awareness Week (June 2014 - being repeated in June 2015)**  
**Friends & Family Test (monthly since Dec. 2014)**

How frequently were these reviewed with the PRG?

**Patient survey – after survey carried out**  
**After PPG Awareness Week**  
**Friends & Family Test – being reviewed at PPG meetings.**

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><b>Telephone access</b></p>
<p>What actions were taken to address the priority?</p> <p><b>Currently working with BT to identify problem with system. Awaiting proposal from BT.</b></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><b>Reconfiguring the telephone system should improve patient access to the surgery for patients and carers. When system has been upgraded information will go on practice website and into the Patient Newsletter which is kept on the reception desk in the surgery.</b></p>

## Priority area 2

Description of priority area:

**Patients wanted to have more information about the PPG - what it was all about?**

What actions were taken to address the priority?

**During PPG Awareness Week in June 2014 members of the PPG were available to speak to interested patients. This led to a better understanding of the role of the PPG. A dedicated PPG Noticeboard was developed within the surgery in order to keep our patients up-to-date with everything happening within the surgery. Additional information added to the website to allow patients to join the PPG – everyone welcome.**

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

**This did lead to a few new members joining the PPG.**

**Keeps patients informed of all that is happening within the surgery**

Priority area 3

Description of priority area:

**Training for staff**

What actions were taken to address the priority?

**All staff enrolled for e-learning covering all mandatory and non-mandatory training.**

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

**All staff have worked very hard on all modules which has led to greater understanding of our patients' needs. Built staff confidence and given them full awareness of IG issues etc.**

## 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):

Staff training – greatly improved

Staff morale – greatly improved

Issues raised have been addressed after the CQC visit.

The practice has greatly improved since October 2014.

New GP has been employed as continuity of care had been mentioned due to doctors leaving the practice.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 13 May 2015

Please submit your report to: [england.lancsat-medical@nhs.net](mailto:england.lancsat-medical@nhs.net) by 31<sup>st</sup> March 2015