

**Bristol, North Somerset, Somerset and South Gloucestershire Area Team  
2014/15 Patient Participation Enhanced Service Report**

Practice Name: Dr Male Thompson and Higgins

Practice Code: L81106

Signed on behalf of practice: *SLD*

Date: 27/3/15

Signed on behalf of PPG: *Marion Jansen*

Date: 27/3/15

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

Does the Practice have a PPG and/or PRG? YES / NO -		<b>YES</b>						
Method of engagement with PPG and/or PRG: Face to face, Email, Other (please specify) <b>Face to Face</b>								
Number of members of PPG and/or PRG: <b>13</b>								
Detail the gender mix of practice population and PPG and/or PRG:		Detail of age mix of practice population and PPG and/or PRG:						
%	Male	Female						
Practice	2474	2457						
PPG	6	7						
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	889	475	496	534	769	687	618	468
PPG	0	0	0	0	3	3	7	0

Detail the ethnic background of your practice population and PPG and/or 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	97%	1%				1%	1%	
PRG	100%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1%		1%	1%		1%				1%
PRG										

Describe steps taken to ensure that the PPG and/or PRG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

The PPG is a relatively new group, encouraging new members from all categories is an ongoing project. *Invitations to join the group have been displayed in the practice for over 18 months.*

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG and/or PRG?

e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? YES/NO

**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:

- Patient Participation Group
- Friends and Family Test
- Effective Suggestions and Complaints Channels
- Practice Website
- NHS Choices
- Direct to Staff
- CQC inspection report

How frequently were these reviewed with the PPG and/or PRG?

Our PPG group is a relatively new group. Feedback had been discussed at some of the meetings when there was some feedback, looking forward to future meetings and improving the group, any feedback that has been given to the practice will be put on the agenda to discuss. ***Practice Manager has reported data as appropriate at each PPG meeting and recently, as Standing Agenda items. Detailed discussion has followed.***

3. Action plan priority areas and implementation

Description of priority area: <i>Promoting PPG to patients</i>
What actions were taken to address the priority? <i>Posters were designed which contain names of representative group of members and which outline objective of PPG to strengthen relationship between all patients and the practice. These are displayed on the noticeboard in the waiting area.</i>
Result of actions and impact on patients and carers (including how publicised): <i>No feedback is yet available.</i>

Priority Area 2

Description of priority area:

*Informing PPG members of their responsibilities in order to assist their understanding of the role and to improve their contribution to the work of the group.*

What actions were taken to address the priority?

*Members of a well-established local group attended a meeting to outline initiatives that they had introduced. Practice Manager has regularly updated members on both local and national issues so that routine practices and procedures are understood.*

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

***No feedback is yet available.***

Priority Area:

Description of priority area:

*Quarterly Newsletter and Suggestions for website*

What actions were taken to address the priority?

*Discussion at PPG meeting for ideas and suggestions*

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

*Better resources on website, keeping patients up to date with practice and distribution of newsletter*

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):

*CQC inspectors interviewed 2 members and others as patients as part of recent practice inspection. This enabled us to feel that some progress had been made in establishing this new PPG but that perhaps more detailed priorities should now be determined with timelines for action. Discussion is needed on this matter.*

*Some members have attended meetings of the CCG – the area PPG representatives network.*

4. PPG Sign Off

Report signed off by PPG and/or PRG: YES/NO

Date of sign off:

Marion Anderson

27th March 2015

How has the practice engaged with the PPG and/or PRG: YES

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

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?

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