

Detail the ethnic background of your practice population and PRG:

N°	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	1646	11	0	22	3	4	9	25
PRG								

N°	Asian/Asian British			Black/African/Caribbean/Black British			Other			
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	48	0	0	35	23	9	6	0	0	0
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:

**A Combination of appropriate leaflets + direct recruitment of underrepresented groups.**

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:

***Large Number of Nursing Homes, We have invited nursing home managers to attend on behalf of the residents.***

2. Review of patient feedback

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

***Patient survey.***

How frequently were these reviewed with the PRG? ***Annually.***

3. Action plan priority areas and implementation

<b>Priority area 1</b>	
Description of priority area:	<b><i>Encourage Healthy Lifestyle.</i></b>
What actions were taken to address the priority?	<b><i>Patient Group approved a bicycle rack to be placed prominently in front of the building.</i></b>
Result of actions and impact on patients and carers (including how publicised):	<b><i>Highly visible bicycle rack to act as a symbol of healthy lifestyle promotion. Will be posted in a prominent of the practice leaflet &amp; website.</i></b>

**Priority area 2**

**Description of priority area: *Reducing DNA (did not attend rates)***

**What actions were taken to address the priority? *DNA numbers were collected and calculated as a percentage of total appointments. A prominent board will be placed in the reception to indicate the DNA problem.***

**Result of actions and impact on patients and carers (including how publicised): *Patients are aware of their responsibilities to the smooth running of the practice. If there is a high DNA rate it will take longer to get an appointment.***

Priority area 3

Description of priority area: **Appointing a patient as chair of the Patient Group.**

What actions were taken to address the priority? **Elections were held where the previous chair (a GP at the practice who had been in place since the group's inception) did not stand for election as chair & a good patient candidate was elected.**

Result of actions and impact on patients and carers (including how publicised):  
**An increased sense that the patient group has the ability to make autonomous recommendations. This is publicized in the practice leaflet & website.**

**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):**

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4. PPG Sign Off

<p>Report signed off by PPG: <b>YES</b></p> <p>Date of sign off: 18/03/15</p>	<p>How has the practice engaged with the PPG:</p> <p>How has the practice made efforts to engage with seldom heard groups in the practice population? <b>New Leaflet</b></p> <p>Has the practice received patient and carer feedback from a variety of sources? <b>Yes</b></p> <p>Was the PPG involved in the agreement of priority areas and the resulting action plan? <b>Yes</b></p> <p>How has the service offered to patients and carers improved as a result of the implementation of the action plan?</p> <p>Do you have any other comments about the PPG or practice in relation to this area of work?</p>
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# Annex D: Standard Reporting Template

Claughton Medical Centre  
2014/15 Patient Participation Enhanced Service –

Practice Name: Claughton Medical Centre

Practice Code: N85044

Signed on behalf of practice: **Laxman Araraj**      Date: **18/03/15**

Signed on behalf of PPG: **Paul Chase**

Date: **18/03/15**

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) **Face to Face**

Number of members of PPG: **38**

Detail the gender mix of practice population and PPG:

N°	Male	Female
Practice	4947	5342
PRG	14	23

Detail of age mix of practice population and PPG:

N°	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1956	885	1316	1383	1605	1209	1037	900
PRG	0	0	0	6	5	9	12	5