

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 Ariaraj** 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: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">N°</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">4947</td> <td style="text-align: center;">5342</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">14</td> <td style="text-align: center;">23</td> </tr> </tbody> </table>	N°	Male	Female	Practice	4947	5342	PRG	14	23	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">N°</th> <th style="width: 10%; text-align: center;"><16</th> <th style="width: 10%; text-align: center;">17-24</th> <th style="width: 10%; text-align: center;">25-34</th> <th style="width: 10%; text-align: center;">35-44</th> <th style="width: 10%; text-align: center;">45-54</th> <th style="width: 10%; text-align: center;">55-64</th> <th style="width: 10%; text-align: center;">65-74</th> <th style="width: 10%; text-align: center;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">1956</td> <td style="text-align: center;">885</td> <td style="text-align: center;">1316</td> <td style="text-align: center;">1383</td> <td style="text-align: center;">1605</td> <td style="text-align: center;">1209</td> <td style="text-align: center;">1037</td> <td style="text-align: center;">900</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">6</td> <td style="text-align: center;">5</td> <td style="text-align: center;">9</td> <td style="text-align: center;">12</td> <td style="text-align: center;">5</td> </tr> </tbody> </table>	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
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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

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

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):

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 18/03/15

How has the practice engaged with the PPG:

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

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?