Annex D: Standard Reporting Template

Kent and Medway Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Cedars Surgery

Practice Code: G82111

Signed on behalf of practice: D. Revell Date: 23.3.15

Signed on behalf of PPG: D. Revell Date: 23.3.15

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email | |
| Number of members of PPG: 14 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 4884 | 5346 | | PRG | 4 | 10 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1411 | 998 | 954 | 1178 | 1407 | 1532 | 1298 | 1452 | | PRG |  |  | 1 |  |  |  | 8 | 5 | |
| 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 |  |  |  |  |  |  |  |  | | PRG | 14 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 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:  **We have a message on the right hand side of prescriptions, we also send text messages. Notices in waiting room and a dedicated notice board in the waiting area for the PPG.** | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **Patient Questionnaire** |
| How frequently were these reviewed with the PRG?  **Once a year** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  With the focus on dementia, members of the PPG decided to researched the possibility of providing an outlet for carers of patients with dementia as it was felt only the patients seem to be catered for and not the carers who also need to be looked after. |
| What actions were taken to address the priority?  This was discussed at a PPG meeting with other group members and 2 members created forms and flyers and placed these all around the town to identify if there would be a need for such a group. |
| Result of actions and impact on patients and carers (including how publicised):  This group has been advertised via the televisions in our waiting areas, leaflets and enrolment forms at reception and also the same has been left at the other surgeries in the town. Forms and posters have also been distributed to local chemists and age concern.  This has been very successful and credit goes to the members of the group who have given up a great deal of their time to research and start up this group. They meet once a month at the practice and the invitation is open to all practices in the town. An article was put in the local newspaper inviting carers along and they now have an established group who regularly have speakers attend to give them advice and help. Feedback from the carers has been good and they feel recognised in their own right. |

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| Priority area 2 |
| Description of priority area:  Diabetes Support Group – members met with the practice nurses and identified that sometimes patients find it hard to manage their illness once diagnosed. |
| What actions were taken to address the priority?  Flyers were distributed via the practice nurses as to whether patients would be interested in running their own support group at practice level. They could share interests and provide support for those struggling to manage diet controlled diabetes or those that have to use insulin. This is slowly gaining momentum and the first meeting is scheduled for April 2015. |
| Result of actions and impact on patients and carers (including how publicised):  Not much to report as yet until after first meeting but response has been slow but positive. This has been advertised by enrolment forms issued by the practice nurses, at reception desk and also has been advertised on the televisions in the waiting area. The PPG members have also approached Diabetes UK for support literature and also have enlisted the help of a local cookery lessons workshop to help and advise new diabetics and also established diabetic patients on controlling their diets and what they can eat sensibly. |

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| Priority area 3 |
| Description of priority area:  None |
| 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):

**We did not have any major issues from previous years therefore have nothing rolled over.**

1. PPG Sign Off

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| 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? – Yes see below – feedback form  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? - Yes  Do you have any other comments about the PPG or practice in relation to this area of work?  As above we include a request on the right side of our prescriptions inviting patients to join the group and make a difference if they have any areas they feel they could contribute to in aiding all members of the patient population. We also periodically send text messages to our patient population to inform them when our next meetings will be. We advertise this on the practice website and in the waiting room. The PPG have a dedicated notice board, which they take responsibility for.  We have a PPG satisfaction/suggestion form and box in the reception area and any requests or feedback are reported back to the PPG at their meetings which we hold 3 times a year. We do agree to meet in between meetings if we feel there is a pressing matter that cannot wait until the next general meeting. Communication between members is either by email or letter. |