

# Annex D: Standard Reporting Template

Birmingham Solihull and the Black Country Area Team  
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Linkway Medical Practice

Practice Code: M88038

Signed on behalf of practice: *Linda Lloyd* Date: 18<sup>th</sup> March 2015

Signed on behalf of PPG: Mrs Ann Harrison Date: 19<sup>th</sup> March 2015

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 meetings and email											
Number of members of PPG: 5											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	4775	5169	%	<u>&lt;16</u>	17-24	25-34	35-44	45-54	55-64	65-74	<u>&gt; 75</u>
PRG	3	2	Practice	2187	961	1427	1245	1382	1060	851	831
			PRG						2	3	

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	57%	11%	0	2%	1%	0.5%	0.5%	.05%
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	11%	2%	4%	0.5%	1%	2%	6%	0.5%		0.5%
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:

**All new patients are invited to join on registration**

**Personal invite by GP's to target patients in ethnic minorities/younger patients**

**PPG board in main waiting area to show the work done by the group, the value the group feel membership has given them, and details of joining**

**Invitations on NHS Choice and Linkway practice website. Patient Group Noticeboard in Main Waiting Area to include photo of members and statement from each of the group members encouraging patients to join group. Group members state why they joined group.**

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:

2. Review of patient feedback

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

**Summary of complaints received during L12 months**  
**Summary of suggestions received from patients L12 months**  
**Friends and family Test December and January**

How frequently were these reviewed with the PRG? **Annual review of complaints and suggestions. Quarterly review of FFT**

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ol style="list-style-type: none"><li><b>1. Involve the group in patient feedback eg complaints and suggestions</b> <b>One area of concern was the comments re lack of appointments due to DNAs. Aim is to Raise awareness to reduce patient DNAs. One complaint was made re open plan reception and waiting area made it easier to listen to patient conversations at desk</b></li></ol>
<p>What actions were taken to address the priority?</p> <ol style="list-style-type: none"><li><b>1. Discussion with the group re summary of L12 months complaints and suggestions at meetings</b></li><li><b>2. DNA figures presented to group and discussed with group steps to try to reduce them</b></li><li><b>3. Introduction of music in the waiting area starting 1<sup>st</sup> April 2015</b></li></ol>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ol style="list-style-type: none"><li><b>1. The group fed back their comments to patients suggestions on noticeboard. Group contributed towards the second question choices for Friends and Family Test which was looking at satisfaction of practice opening hours. Group have represented the patients in dispute with landlord re car parking (ongoing). Patient text reminder service has been improved.</b></li><li><b>2. DNAs' – patients are telephoned at the end of each surgery to see why they didn't attend in an attempt to reduce</b></li></ol>

**the DNAs.**

- 3. DNA figures are presented to the PPG group and updated on the PPG noticeboard**
- 4. Music licences have been purchased and music in waiting areas will start on 1/4/2015.**

## Priority area 2

Description of priority area:

- 1. Group to attend other patient focus and commissioning groups where possible, particularly mental health and long term conditions**

What actions were taken to address the priority?

- 1. Group given meeting dates for CCG meetings involving patient groups and asked to attend and feedback to group**

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

- 1. Patient group reps attended:**
  - **Healthworks Patient Summit August 2014**
  - **SWBCCG Annual General Meeting on 11<sup>th</sup> September 2014**
  - **SWBCCG patient engagement on improving musculoskeletal services June 2014**
  - **Encouraged members to participate Right here Right Now survey**

**Represented the patients and feedback in minutes and on notice board**

### Priority area 3

Description of priority area:

- 1. Improve promotion of information and services for bereaved patients**

What actions were taken to address the priority?

- 1. One member of the PPG was keen to work on this area and held meetings with various agencies and presented the group with her findings**

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

- 1. Bereavement services have been put into a booklet form and cascaded to all GPs in the practice and in the patient leaflet racks.**



## 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):

- **Patient information leaflets – general information leaflet in other languages to inform and encourage patients to use the practice correctly – This work is still ongoing. Some leaflets already done.**
- **Patient information to look at TV screen for health information – done**
- **Patient services – audit home visits – initial audit done, reaudit due in Autumn 2015**
- **Access – re-audit the impact of the additional receptionist to ease telephone access. GPAQ survey due Autumn 2015 to include telephone access**
- **Patient information – to encourage more group members and to keep other patients informed – newsletter and notice board in waiting area - done . Practice Twitter account to be opened**

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19<sup>th</sup> March 2015

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?

Was the PPG involved in the agreement of priority areas and the resulting action plan?

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?