

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

London Region North Central & East Area Team

Complete and return to: England.lon-ne-claims@nhs.net no later than 31 March 2015

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Rainbow Practice**

Practice Code: **F85039**

Signed on behalf of practice:

Menaka Kugarajan
Practice Manager

Date: 26.03.2015

Signed on behalf of PPG:

Mr Senthilkumar Perumal
PPG Chair

Date: 26.03.2015

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

Does the Practice have a PPG? YES / NO

- **YES**

Method of engagement with PPG: Face to face, Email, Other (please specify)

- **Face to face**
- **E-mail**

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Number of members of PPG:

- **6**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1941	2085
PRG	2	4

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	998	404	689	589	517	369	255	205
PRG	0	0	2	1	0	2	1	0

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	703	65	1	931	98	66	24	101
PRG	3							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	128	34	119	43	136	701	476	193	43	166
PRG	1				1		1			

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:

- **Posters for PPG to become members are advertised in waiting area , Media screen , NHS Choices & the Practice Website**
- **Reception staff verbally encouraging patients to join and making patients aware of PPG**

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

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

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

We have a large number of European & African Population. We would like to know more views from Turkish population and look forward to register members from this group to join our PPG.

2. Review of patient feedback

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

- **The suggestion box.**
- **Appointments**
- **Friends& family test.**
- **Premises**

How frequently were these reviewed with the PRG?

- **Regular PPG meetings.**

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: <ul style="list-style-type: none">• Nurse's consulting room was cluttered.
What actions were taken to address the priority? <ul style="list-style-type: none">• Additional store room was obtained and the room was de-cluttered by shifting over flow stocks to the storage.
Result of actions and impact on patients and carers (including how publicised): <ul style="list-style-type: none">• Nurses room is now more spacious• This was informed to the PPG members, added to the action plan and minutes was e-mailed.

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Priority area 2

Description of priority area:

- **Availability of same day appointments are not enough**

What actions were taken to address the priority?

- **Appointment audit was carried out from the telephone calls received, in person request for same day bookings.**

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

- **1.5 hours per week has been extended for clinical hours for the same day emergency bookings.**
- **This was informed to the PPG members and included in the action plan of minutes**

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Priority area 3

Description of priority area:

- **Minor ailments appointments were occupying a lot of avoidable appointments which created a longer wait for urgent appointments.**

What actions were taken to address the priority?

- **This was discussed in a PPG meeting.**
- **The minor ailment scheme passports are being given out via reception to the eligible population.**
- **Reception staff to promote minor ailment passport for minor illness.**

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

- **Patients who already hold a minor ailment scheme passport have been educated to go to the pharmacy prior to the GP's Urgent appointment for minor illness.**
- **By doing this many appointments has been released with GPs and as such has reduced the waiting time for Doctor's appointment.**
- **Patients who are not eligible for a minor ailment passport also been educated to seek advice from a pharmacist for a minor illness before booking to see a GP's appointment, this has again reduced the waiting time to see a GP.**
- **This has been informed to the PPG members via meetings**

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

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):

N/A

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

4. PPG Sign Off

Report signed off by PPG: **YES**

Signature: _____

Mr Senthilkumar Perumal
PPG Chair

Date of sign off: **26.03.2015**

How has the practice engaged with the PPG:

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

To identify and target the specific group by advertising on the website, waiting area, media screen and leaflets.

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?

Focusing the priority areas, improved the access for more emergency appointments and children under 5 access appointments.

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

As this is our first year in PPG, we are hopeful that this programme will succeed in achieving the desired results.

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template