


Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Surgery @ Aylestone

Practice Code: C82669

Signed on behalf of practice: 

Date: 17.02.2015

Signed on behalf of PPG:

Date:

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, Telephone Call, Email
Number of members of PPG: 12

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1770	1759
PPG	4	8

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	751	316	618	561	445	366	250	222
PPG	0	0	0	1	3	2	1	5

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	2564	11	0	458	0	0	33	16
PPG	10	0	0	2	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	121	16	0	25	69	16	0	0	0	200
PPG	0	0	0	0	0	0	0	0	0	0

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 patients are invited to attend meetings. SMS's sent advertising the PRG to all practice population. Information displayed regarding PRG in reception/waiting room area.

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:

2. Review of patient feedback

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

On the spot patient satisfaction questionnaires, quarterly patient satisfaction questionnaires.

How frequently were these reviewed with the PRG?

Responses brought to each meeting once complete.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Appointment availability.</p>
<p>What actions were taken to address the priority?</p> <p>Meeting arranged with GP's.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Further appointments scheduled to aid availability.</p>

Priority area 2

Description of priority area:

Waiting times for doctors.

What actions were taken to address the priority?

Meeting arranged with GP's.

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

Doctors agreed to decrease their waiting time wherever possible.

Priority area 3

Description of priority area:

Getting through on the Phone

What actions were taken to address the priority?

Look at other areas patients can contact the surgery. Push online bookings etc.

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

Waiting time on the phone decreased as more patients using online services.

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: June 2014

Has the report been published on the practice website? YES

How has the practice engaged with the PPG:

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

- We offer online virtual PPG meetings. Accommodate with different meeting times to suit patients.

Has the practice received patient and carer feedback from a variety of sources?

- On the spot patient satisfaction questionnaires, quarterly patient satisfaction questionnaires, monitoring of the National GP survey, complaints audits.

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

- The PRG made the decisions in regards to the action plan.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

- Appointment availability has improved, Doctors improving their waiting time where possible.

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

- No.

