

# Annex D: Standard Reporting Template

[BNSSSG] Area Team  
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: St James Medical Centre – website at [www.stjamesmedicalcentre.co.uk](http://www.stjamesmedicalcentre.co.uk)

Practice Code: L85023

Signed on behalf of practice:  (Practice Manager) Date: 24.3.2015

Signed on behalf of PPG:  (PPG Chairperson) Date: 24.3.2015

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

Does the Practice have a PPG? YES / NO																												
Method of engagement with PPG: Face to face, Email, Other (please-specify)																												
Number of members of PPG: 15 (as at 20.2.15)																												
Detail the gender mix of practice population and PPG:	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 10%;">%</td> <td style="width: 15%;">Male</td> <td style="width: 15%;">Female</td> <td colspan="6"></td> </tr> <tr> <td>Practice</td> <td>6607</td> <td>6995</td> <td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>PPG</td> <td>3</td> <td>12</td> <td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>	%	Male	Female							Practice	6607	6995							PPG	3	12						
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PPG	0	0	1	0	0	5	7	2																				

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	11730	73	-	1070	41	31	57	13
PPG	12	1					2	

	Asian/Asian British			Black/African/Caribbean/Black British			Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Any other
Practice	115	82	119	73	150	32	15	1	
PPG									

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:

Successful in recruiting significant new members through a broad spread of mediums: -

- Posters on PPG noticeboard
- Publicity on waiting room TV screens
- Publicity in letters to patients
- Details included in new patient registration form
- PPG member presence at Flu clinics
- PPG hosted patient clinical topic events for diabetes and asthma / COPD
- Invitation to join PPG on our website

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:

- *We have reviewed the Public Health Profile 2014.15 for our practice to look at practice population characteristics.*
- *There is nothing remarkable about our age /sex patient profile other than a higher skew of 25-34 year olds both male and female*
- *Drug and alcohol misuse is higher than the Somerset average (as measured by drugs and alcohol admissions to hospital). We believe this is indicative of our town centre location and the higher than average patient population group aged 25-34*
- *Mental health is another area where we score more highly than the Somerset average (as measured by proxy for mental health being the number of hospital admissions for self-harm)*

*Attracting younger age patients to the PPG has proved difficult. This year, our main focus to try and increase younger patients has been direct face to face invitation by the 'usual' GP. Despite these personal approaches nobody joined the group through this method.*

## **2. Review of patient feedback**

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

- *Friends and family CQUIN early adopter*
- *CQC inspection report*
- *Evaluation results from PPG hosted patient clinical events i.e. diabetes and asthma /COPD*

How frequently were these reviewed with the PRG?

- *Feedback of above were 'one-off' events*

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area:

- *Make attendance at PPG meetings more interesting to promote retention and recruitment*

What actions were taken to address the priority?

- *Change of approach to PPG meetings – less formal , less committee like and more 'hands on' practically focussed*

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

- *Increase in PPG members to improve sustainability of the group, implement new ideas and make more direct impact on patients, largely through better information provision and events*

## Priority area 2

Description of priority area:

- Assist patients (carers and family members included ) to better understand long term conditions

What actions were taken to address the priority?

- Staging of evening patient events to provide discussion and update on long term conditions – (a) diabetes (b) asthma and COPD
  - Joint venture between the Practice and PPG. PPG the driver and coordinator
  - Pre-event publicity – website, emails, letters , noticeboards, press releases
  - PPG chaired and facilitated
  - Refreshments on arrival
  - Completed knowledge evaluation form prior to the session commencing and completed evaluation at end
  - GP gave outline of conditions and topical updates
  - Specialist Practice Nurse in attendance
  - Q&A session
  - Group work led by PPG members
  - Plenary feedback

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

- Feedback and evaluation of events conducted. Details posted on website
- Practice reviewed outcomes and specialist leads considered feedback in context of service being provided. Changes implemented include – improved communication of initial diagnosis for patients, higher profile of availability of patient education, more emphasis on referral to physical activity schemes
- Increased membership of PPG as direct result of patients attending the events

### Priority area 3

Description of priority area:

- *Improve the provision of and access to information for patients*

What actions were taken to address the priority?

- *The PPG provide the patient perspective to assist the Practice to review and update*
  - *Practice Booklet*
  - *Website*
  - *Noticeboards*
  - *Information displays*
  - *Range, organisation and provision of patient information materials – booklets, fliers, notices etc.*
  - *New patient registration materials*

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

- *Less cluttered waiting rooms*
- *Wider range of information available to patients*
- *Materials up to date and still relevant*
- *Adjustments to website*
- *Practice Booklet has new layout and now includes an index*
- *All these are effectively self publicising in that they are our publicity / information materials*

## 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 have continued to collect patient email addresses for the purpose of fulfilling a patient reference group. These email addresses are now incorporated into EMIS Web clinical system and allow us to target specific sub groups e.g. diabetic for our recent diabetic patient event*
- *The 'Choose Well' campaign has continued to feature prominently in the Practice*
- *A new TV screen has been installed in the waiting room providing the capability to use external PowerPoint presentations and any bespoke information. We have used it to promote PPG hosted patient events for diabetes and asthma / COPD*
- *At the branch site a patient information hub is now provided in a room linking to the waiting room*
- *The Practice website has continued to be updated and promoted*



#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 24.3.2015

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?

*The Practice has continued to try and sustain the PPG, which has been successful and the Group has ended the year in a stronger position with a much higher core membership. Four main factors have largely contributed to this:*

- *Impetus from the PPG members to move more towards a 'practical, hands-on approach' in supporting the practice through meaningful contributions to things that matter to patients*
- *The success of introducing events for patients to attend - raises our profile, good service to patients*
- *Responsive PPG members*
- *Good working relations between PPG Chair and the Practice Manager*

*We recognise that recruitment to the group has always been challenging and this year we have been more creative in our approach to secure new members. Recruitment publicity is widespread and is potentially available and accessible to a large majority of the practice population. In 14.15 we asked the GPs to specifically target potential recruits, particularly young parents, carers, mental health and ethnic minorities. Unfortunately this did not yield any new members*

*The priority areas for the PPG in 2014.15 were agreed and progressed in a partnership approach with the Practice. This*

*collaboration has served us well and we feel that it has been a successful year for the group.*