

Annex D: Standard Reporting Template

Birmingham, Solihull & Black Country Area Team NHS England
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Sutton Road Surgery

Practice Code: M85115

Signed on behalf of practice: Date: 30 March 2015

Signed on behalf of PPG: Mr David Skellum – Chairman
 Mr Ron Ursell – Deputy Chairman

Date: 30 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)												
Number of members of PPG:												
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:							
	%	Male	Female		<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
	Practice	53.37	46.63		15.95	7.18	12.72	12.46	14.02	13.22	7.64	8.56
	PRG	50	50		0	0	8.3	8.3	25.0	16.7	3.3	8.3

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	53.53	2.18	0	3.86	1.59	0.21	0.50	0.80
PRG	58.31	0	0	0	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	6.04	5.04	0.34	0.59	0.80	3.58	5.20	0.63	0	15.11
PRG	9.33	8.33	0	0	0	8.33	2.5	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:

- 1) We have tried and continue to do so to encourage a wider representation of Practice patient population to join PPG.
- 2) We have put a notice in Practice, on our website (www.suttonroadsurgery.co.uk), and Friends & Family Test Survey form.
- 3) PPG has been actively inviting patients to join PPG when attending surgery
- 4) Doctor, nurse, practice manager and surgery staff have also been inviting patient individually

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:

2. Review of patient feedback

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

- 1) Members of PPG undertook exit poll to ascertain patients views and experience of services received from the Practice
- 2) Review of the National Patient Survey Feedback from NHS Choices
- 3) Friends and family tests analysis undertaken by PPG

How frequently were these reviewed with the PRG?

- Every 8-10 weeks

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To develop an audio visual method of communication by installing a power point and monitor in the waiting room to provide patients with up to date information on patients service and health messages. This will be in addition to current paper based system ie leaflets/posters

What actions were taken to address the priority?

- 1) PPG Chair & Deputy Chair obtained a quotation after undertaking research
- 2) Practice has bid for money from ACE Excellence Plus fund of the CCG to fund power point and a monitor.

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

- Initially bid was rejected but we have resubmitted the bid and are awaiting outcome from CCG



Priority area 2

Description of priority area:

- PPG is supporting the development of Sutton Road Surgery Practice website.

What actions were taken to address the priority?

- Members of PPG have been actively involved in helping to set up website which is now up and running.

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

- Sutton Road Surgery website is now active and running-; www.suttonroadsurgery.co.uk
- We will regularly monitor it's impact and effect on patients and carers

Priority area 3

Description of priority area:

- Extending surgery opening hours and appointments

What actions were taken to address the priority?

- From analysis of the national patient survey and in discussion with the PPG we have extended Practice opening hours and added more appointment on day to day basis dependent on the patients demand

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

- As a result of extending opening hours and appointments greater number of patients and carers are accessing the 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):

Not applicable
Sutton Road PPG was established in February 2014

4. PPG Sign Off

Report signed off by PPG: YES

Mr David Skellum –Chairman
Mr Ron Ursell - Deputy Chair

Date of sign off: 30 March 2015

How has the practice engaged with the PPG:

- Regular formal meetings every 8-10 weeks, In addition regular informal meetings and feedback from members of the PPG daily and weekly basis
- PPG has attended CCG PPG conference and fed back the information and learning to members of the Practice PPG and the Practice in the meeting on 16 March 2015.

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

- Regular meetings with Senior citizens and carers resulting in a group that call themselves “Friends Together”.
- Meeting with manager and carer staff from Residential and Learning disability home
- Contacting and visiting vulnerable adult who are not seen in Practice for a period of time

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

- Yes as detailed above

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?

See as above plus;

- 1) Informal meeting of the patients and carers at regular interval and have a cup of tea & cake to discuss any issues which concerns them and ask for any information they may require.
- 2) Feedback from these patients group is very encouraging. They are very appreciative of the Practice to facilitate this meeting. They very enjoy the meeting and wish it to continue
- 3) Initiative on extending opening hours has helped more patients and carers to access services.

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

- PPG is very actively involved in developing and supporting various aspects of patient services and proving itself to be an asset to the Practice.