

## Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: High Street Surgery, Cheslyn Hay, Walsall, WS6 7AB

Practice Code: M83016

Signed on behalf of practice: Lynda Kirkham

Date: 23/03/2105

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 / NO		YES								
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face										
Number of members of PPG: 9										
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:						
%	Male	Female								
Practice	51%	49%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	10%	80%	360	302	366	297	389	432	373	240
							8	1		

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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	97.3	2	0	33	0	0	18	0
PRG	100%	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	18	0	0	6	6	1	0	0	0	
PRG	0	0	0	0	1	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:

**We have advertised the PPG in the surgery via posters, word of mouth & Midwife.**

**We have placed leaflets in the local chemist asking for new members and our New Patient Welcome pack also includes an invite to join.**

**We had a very young member but he left for University so we are also targeting young adults of both sexes.**

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:

Feedback was via Patient Questionnaire, Friends & Family Test and suggestion/comments received in the suggestion box in reception. which was discussed at The PPG meeting on 20/01/2015

How frequently were these reviewed with the PRG? Once, on 20/01/2015 when questionnaire results were collated, but any comments generally received are discussed every 3 months at PPG meeting.

### 3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="185 384 589 419">Description of priority area:</p> <p data-bbox="185 459 790 494">Small path leading to chemist very slippery.</p>
<p data-bbox="185 608 889 643">What actions were taken to address the priority?</p> <p data-bbox="185 683 1798 718">The gardener was asked to assess the path as it was very steep and slippery when wet leaves were present or ice.</p>
<p data-bbox="185 979 1317 1015">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="185 1054 2029 1125">The gardener undertook to keep the path clear of leaves at all time, to cut back the shrubbery that overhung the path and to keep it clear of ice in the winter. He puts sand and salt down on a daily basis in winter.</p> <p data-bbox="185 1129 1077 1165">The impact on patients is to greatly reduce the danger of falls.</p> <p data-bbox="185 1169 1335 1204">Not publicised as it is apparent to patients that an improvement has been made.</p>

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## Priority area 2

### Description of priority area:

Car park full even when surgery is open.

### What actions were taken to address the priority?

Practice Manager approached the Council to see if grassy areas could be cleared and more spaces made available. Advised planning permission would be needed so this has been deferred due to expense.

Staff were asked to double park with each other at side of building to leave more spaces.

Notices were placed on cars asking local residents not to park on our car park during surgery hours.

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

Parking is still a problem so we have advised patients that they are allowed to use the car park on the Salem Church next door for short visits.

Poster in waiting room.



Priority area 3

Description of priority area:

What actions were taken to address the priority?

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



## 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 greatly improved access to appointments/prescriptions with the implementation of on-line services.

We have tried to increase our PPG membership without success so are looking into the possibility of a Virtual Group as a lot of patients may not be able to attend meeting but would like to play an active role.

We have made a lot of changes to aid patients with the installation of automatic doors & ramps.

Our next project is to hopefully install a Patient self check in and a GP call system

#### 4. PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: 20/01/2015

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?

We have made an effort to engage with seldom heard groups, by way of inviting patients with disabilities to join the group, we have asked pregnant women if they would like to join also.

We have a current robust carers list and receive feedback from them on occasion.

The PPG was involved in every priority decisions and resulting action plan.

The service has improved due to various aids. Eg hearing loop, ramps, automatic doors.

We are committed as a Practice in association with the PPG to constantly be aware of areas we can improve.

