

## Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team  
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Ailsworth Medical Centre

Practice Code: D81618

Signed on behalf of practice: Bill Ridley Date: 31/3/2015

Signed on behalf of PPG/PRG: Greg Haydon Date: 31/3/2015

### 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-Face<br>E-mail |
| Number of members of PPG:  | 23                  |

| 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  | 1167 | 1175   |   |     |       |       |       |       |       |       |     |
| PPG   | 6    | 14     |   |     |       | 2     |       | 3     | 5     | 10    |     |

Detail the ethnic background of your practice population and PPG:

| <b>Ethnicity</b>   | <b>Patient Count</b> |
|--|----------------------|
| No description   | 186                  |
| (9S1..) White - ethnic group   | 37                   |
| (9S4..) Black, other, non-mixed origin                               | 2                    |
| (9S6..) Indian   | 9                    |
| (9SAC.) Other European (NMO)   | 1                    |
| (9SB2.) Other ethnic, Asian/White orig                               | 1                    |
| (9SZ..) Ethnic groups (census) NOS                                   | 3                    |
| (9T...) Ethnicity and other related nationality data                 | 1                    |
| (9T1C.) Chinese  | 1                    |
| (XE0oc) Race: Not stated   | 1                    |
| (XE2Nu) Black N African/Arab/Iranian                                 | 1                    |
| (XE2Nv) Black East African Asian/Indo-Caribbean                      | 1                    |
| (XaE4B) Ethnic group not given - patient refused                     | 1                    |
| (XaFwD) White British  | 686                  |
| (XaFwF) Other white ethnic group                                     | 12                   |
| (XaFx1) Other ethnic group   | 1                    |
| (Xaluh) White Scottish   | 1                    |
| (Xalui) Other white British ethnic group                             | 4                    |
| (XaJQv) British or mixed British - ethnic category 2001 census       | 1013                 |
| (XaJQw) Irish - ethnic category 2001 census                          | 3                    |
| (XaJQx) Other White background - ethnic category 2001 census         | 33                   |
| (XaJQy) White and Black Caribbean - ethnic category 2001 census      | 2                    |
| (XaJQz) White and Black African - ethnic category 2001 census        | 1                    |
| (XaJR0) White and Asian - ethnic category 2001 census                | 5                    |
| (XaJR1) Other Mixed background - ethnic category 2001 census         | 2                    |
| (XaJR2) Indian or British Indian - ethnic category 2001 census       | 11                   |
| (XaJR3) Pakistani or British Pakistani - ethnic category 2001 census | 13                   |
| (XaJR5) Other Asian background - ethnic category 2001 census         | 1                    |
| (XaJR6) Caribbean - ethnic category 2001 census                      | 5                    |
| (XaJR7) African - ethnic category 2001 census                        | 2                    |
| (XaJR8) Other Black background - ethnic category 2001 census         | 1                    |
| (XaJR9) Chinese - ethnic category 2001 census                        | 3                    |
| (XaJRB) Ethnic category not stated - 2001 census                     | 1                    |
| (XaJRC) English - ethnic category 2001 census                        | 21                   |
| (XaJRE) Welsh - ethnic category 2001 census                          | 1                    |
| (XaJRK) Chinese and White - ethnic category 2001 census              | 1                    |
| (XaJRf) Malaysian - ethnic category 2001 census                      | 1                    |
| (XaJRM) Italian - ethnic category 2001 census                        | 1                    |
| (XaJSE) Polish - ethnic category 2001 census                         | 6                    |
| (XaJSP) Oth White European/European unsp/Mixed European 2001 census  | 3                    |
| (XaJSg) Any other group - ethnic category 2001 census                | 1                    |
| (XaQEa) White British - ethnic category 2001 census                  | 277                  |
| (XaQEb) White Irish - ethnic category 2001 census                    | 3                    |
| (Y9930) Race - British   | 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:

Predominately white British, a good representation

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 (Lesbian Gay Bisexual Transgender) 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 from patients is covered at joint meetings between the PPG and representatives of the surgery. These issues are recorded in the PPG minutes and displayed in the waiting room of the surgery.

How frequently were these reviewed with the PPG?

Feedback is reviewed at each joint surgery / PPG meeting, ordinarily bimonthly.

## 3. Action plan priority areas and implementation

### Priority area 1

Description of priority area:  
Communication of surgery facilities and services

|  |
|--|
| <p>What actions were taken to address the priority?<br/> Series of articles by the PPG to create awareness and understanding published in local parish magazine.<br/> Visit by a practice doctor to the local school to increase awareness and understanding of the surgery.</p> |
| <p>Result of actions and impact on patients and carers (including how publicised):<br/> Increased awareness of facilities. Better use of local services.</p>   |
| <p>Priority area 2</p>   |
| <p>Description of priority area:<br/> Community care and support.</p>  |
| <p>What actions were taken to address the priority?<br/> Patient's group have created a framework to engage with the community to provide additional support and help through a local carer's team.</p>  |
| <p>Result of actions and impact on patients and carers (including how publicised):<br/> Ongoing implementation so too early to provide measurable or quantifiable feedback.</p>  |
| <p>Priority area 3</p>   |
| <p>Description of priority area:<br/> Introduction of a new telephone system to replace old one line system</p>  |
| <p>What actions were taken to address the priority?<br/> Change of company from BT to Premier. Introduction of 4 lines. And messaging service</p>  |
| <p>Result of actions and impact on patients and carers (including how publicised):<br/> Patients can now be sign posted to various areas of the practice. Also there is a dedicated holding facility</p>   |

### 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):

NA

### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 31/3/2015

How has the practice engaged with the PPG:

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

Specialist groups in the PPG reach out to more vulnerable members of the local community. yes

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

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? Patients are aware of the facilities offered

Do you have any other comments about the PPG or practice in relation to this area of work? No