

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: Parnwell Medical Centre

Practice Code: D81620

Signed on behalf of practice: Bill Ridley Date: 31/3/15

Signed on behalf of PPG/PRG: Sue Cottrell Date: 31/3/15

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)	Regular monthly mtg. Face to face. emails
Number of members of PPG:	10

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	893	838	Practice								
PPG	3	7	PPG					10			

Detail the ethnic background of your practice population and PPG:

Ethnicity	Patient Count
No description	184
(134J.) Race: Mixed	1
(9S1..) White - ethnic group	10
(9S2..) Black Caribbean	1
(9S3..) Black African	3
(9S4..) Black, other, non-mixed origin	1
(9S6..) Indian	2
(9S7..) Pakistani	4
(9SAC.) Other European (NMO)	2
(9SB2.) Other ethnic, Asian/White orig	1
(9SZ..) Ethnic groups (census) NOS	4
(9T1C.) Chinese	4
(9T1E.) Other Asian	1
(XE0oc) Race: Not stated	1
(XM1SF) Greek (NMO)	1
(XaBEN) Ethnic groups	1
(XaE4B) Ethnic group not given - patient refused	1
(XaFwD) White British	194
(XaFwF) Other white ethnic group	20
(XaFx1) Other ethnic group	3
(XaJQv) British or mixed British - ethnic category 2001 census	513
(XaJQw) Irish - ethnic category 2001 census	4
(XaJQx) Other White background - ethnic category 2001 census	198
(XaJQy) White and Black Caribbean - ethnic category 2001 census	3
(XaJQz) White and Black African - ethnic category 2001 census	8
(XaJR0) White and Asian - ethnic category 2001 census	5
(XaJR1) Other Mixed background - ethnic category 2001 census	11
(XaJR2) Indian or British Indian - ethnic category 2001 census	16
(XaJR3) Pakistani or British Pakistani - ethnic category 2001 census	16
(XaJR5) Other Asian background - ethnic category 2001 census	29
(XaJR6) Caribbean - ethnic category 2001 census	8
(XaJR7) African - ethnic category 2001 census	40
(XaJR8) Other Black background - ethnic category 2001 census	12
(XaJR9) Chinese - ethnic category 2001 census	14
(XaJRA) Other - ethnic category 2001 census	4
(XaJRB) Ethnic category not stated - 2001 census	8
(XaJRC) English - ethnic category 2001 census	24
(XaJRD) Scottish - ethnic category 2001 census	2
(XaJRE) Welsh - ethnic category 2001 census	1
(XaJRW) Other Asian or Asian unspecified ethnic category 2001 census	1
(XaJRa) Black British - ethnic category 2001 census	2
(XaJRi) Greek - ethnic category 2001 census	1
(XaJRM) Italian - ethnic category 2001 census	1
(XaJSB) Irish Traveller - ethnic category 2001 census	5
(XaJSC) Traveller - ethnic category 2001 census	1
(XaJSD) Gypsy/Romany - ethnic category 2001 census	1
(XaJSE) Polish - ethnic category 2001 census	103
(XaJSF) Baltic Estonian/Latvian/Lithuanian - ethn categ 2001 census	47
(XaJSI) Albanian - ethnic category 2001 census	2
(XaJSP) Oth White European/European unsp/Mixed European 2001 census	34
(XaJSQ) Other White or White unspecified ethnic category 2001 census	1
(XaJSS) Arab - ethnic category 2001 census	1
(XaJSX) Kurdish - ethnic category 2001 census	3
(XaJSg) Any other group - ethnic category 2001 census	8

(XaQEa) White British - ethnic category 2001 census	183
(XaQEb) White Irish - ethnic category 2001 census	1
(XaR4o) Romanian	2
(XaVw5) Slovak	3
(XaW8w) Portuguese	1
(XaW95) Nepali	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:

General invite was and continues to be sent out to all patients to contribute to the wellbeing of the practice and patients. Patients of ethnic background are actively sort.

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? YES

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

Large number of older patients are represented by the PPG because of their isolation, this being a practice that is in a rural area where it is more difficult for the older patients with mobility issues.

We need to ensure that the duty of care is received with professional courtesy and a sense that this practice really cares about them as people and not just numbers.

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year: PPG members and patients though FFT and adhoc arrangements
How frequently were these reviewed with the PPG? Monthly yes.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Maintain services at Parnwell medical Centre
What actions were taken to address the priority? PPG has a approached NHS England with their concerns. Local MP is aware of the situation. Residence Committee will be arranging a petition. Which is in the process of being designed and printed.. A full meeting of the Parnwell Residents Association gave their full backing at a meeting that took place on the 26 th of march, where 40 people attended+ support from Stewart Jackson MP, Jo Johnson, John Howie Chair of the PPF(Peterborough patients forum). We also have the full support of other councillors who could not be at the meeting due to other commitments. There were also members of other political parties who want to give their full support to this Important proposal.
Result of actions and impact on patients and carers (including how publicised): NHS England is reviewing the ground swell of feelings

Priority area 2

Description of priority area:

Increase numbers of patient

What actions were taken to address the priority?

Local distribution of leaflets was done in December to advertise Parnell's facilities. PPG members are regularly speaking to local communities on the improvements in the practice.

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

Numbers are increasing to 1700 at present

Priority area 3

Description of priority area:

Telephone system has been upgraded to incorporate extra lines, messaging services. Also the clinical system has been upgraded to for online services

What actions were taken to address the priority?

The Practice changed telephone providers and the clinical system was reconfigured for online services

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

Patients have commented on the availability of the practice and the 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):

(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: Yes

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

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

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? Yes

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

The practice is in regular contact with the PPG through various means

Monthly meeting

Minutes

Ag hoc meetings

Website

Members are welcome to approach the Doctors and practice manager whenever they like