

## Annex D: Standard Reporting Template

### NHS England - Cumbria and the North East 2014/15 Patient Participation Enhanced Service Reporting Template

Payment will be based on the evidence provided in the practice report that each successive component has been achieved. Please confirm if you feel that you have achieved each component of the Enhanced Service. Please note - Payment for the achievement of a component is dependant on the previous components having been successfully completed

**PLEASE ENSURE THIS SECTION IS COMPLETE AS THIS FORMS THE BASIS OF THE PAYMENT MADE TO THE PRACTICE**

#### Check

Once the required information has been entered the box below will turn green:

**All Components complete**

<b>Component 1</b> - Has the PPG and Practice reviewed patient feedback received at a frequency agreed with the PPG	Yes
<b>Component 2</b> - Has the Practice and PPG developed an action plan for implementing changes for 3 key area's	Yes
<b>Component 3</b> - Has the Practice implemented improvements and publicised actions taken on Practice Website by 31 March 2015	Yes

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Practice Code:

CCG:

Practice Name:

Signed on behalf of practice:

NHS England will accept the email return of the report as sign off by the practice

Please confirm if the practice has received sign off from the PPG for this report

Yes

Please include evidence when returning report, for example, signed letter of support from patient group, agreed minutes, email confirmation from patient group members

Please complete ALL the yellow boxes

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

Does the Practice have a PPG?

**PLEASE NOTE THAT IF THE PRACTICE DOES NOT HAVE A PPG SET UP THEN NO PAYMENT WILL BE MADE**

DES

Primary method of engagement with PPG: Face to face, Email, Other (please specify)

Please indicate all methods of engagement:

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
Practice	49	51
PRG	40	60

%	<16	17-24	25-34	35-44	45-	55-64	65-74	75+
Practice	17	7	9	13	16	14	14	9
PRG	0	0	0	20	20	20	20	20

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	5376	7	0	69	3	5	10	7
PRG	100%							

	Asian/Asian British					Black/African/Caribbean/Black			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	11	0	0	2	7	1	0	1	0	0
PRG										

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:

The age, sex, and ethnic mix of the PPG is representative of the Practice population

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?

e.g. large student population, significant number of jobseekers, large numbers of nursing homes, or LGBT community?

No

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

Has the Practice developed and maintained a PPG that gains the views of of patients and carers and enables the practice to obtain feedback from the practice population?

Yes

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All Information complete

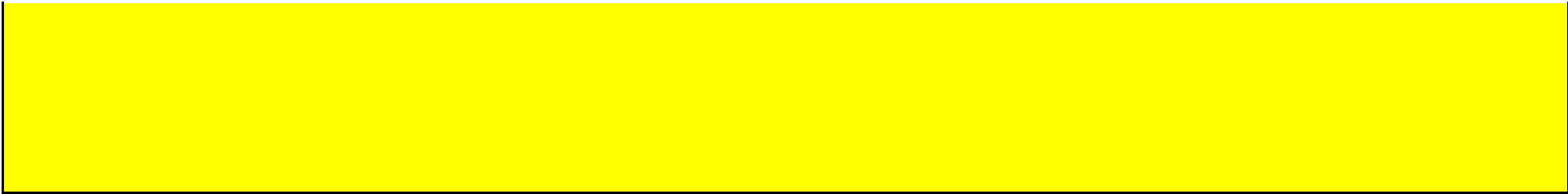
#### 2. Review of patient feedback

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

Comments collected in reception, verbal feedback direct to the PPG members, Friends & Family test, complaints

How frequently were these reviewed with the PRG?

Quarterly



Has the PPG and practice staff reviewed patient feedback received by the practice on a regular basis?	Yes
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Has the Practice and PPG developed and agreed an action plan (based on three key areas) and agreed how the practice will implement improvements	Yes
Has the Practice publicised actions taken to practice population including providing the PPG with updates on progress and assessment of subsequent achievement within the timescales agreed.	Yes

#### 3. *Action plan priority areas and implementation*

##### Priority area 1

Description of priority area:

Redesign of waiting room and reception to include automatic disabled access doors, new reception desk, lowering of the ceiling and brighter lighting. Upgrading of the central heating system.

What actions were taken to address the priority?

We applied for an improvement grant from NHS England to part fund the works. All changes were fully project managed to minimise disruption to patients and each stage of the works were discussed with the PPG.



Result of actions and impact on patients and carers (including how publicised):
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There is now easier access to the Surgery for all patients but especially the disabled. The waiting area is warmer and lighter which is critical for the elderly and patients with dementia. The floorings are now wipe clean and more hygienic. Minutes of the PPG meetings detailing the progress of the work were displayed in the Surgery and on the practice website.
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Priority area 2
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Description of priority area:
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Relocation of the childrens play area
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What actions were taken to address the priority?

We applied for an improvement grant from NHS England to part fund the works. All changes were fully project managed to minimise disruption to patients and each stage of the works were discussed with the PPG.

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

We have received positive feedback from children and parents about the new play area. The children can now play away from the main waiting area which is appreciated by parents and patients without children. Minutes of the PPG meetings detailing the progress of the work were displayed in the Surgery and on the practice website.

Priority area 3
Description of priority area: provision of a water dispenser and new magazine racks
What actions were taken to address the priority? These were purchased by the Practice.

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

The water dispenser is well used and the magazines are more accessible. Minutes of the PPG meetings detailing the progress of the work were displayed in the Surgery and on the practice website.

### **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):

Free text

We have continued to make improvements to the building and also the the services we provide for the benefit of our patients.



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#### 4. PPG Sign Off

Report signed off by PPG:	Yes	Please include evidence when returning report, for example, signed letter of support from patient group, agreed minutes, email confirmation from patient group members
Date of sign off: 31/03/2015		
<p>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?</p>		
<p>We have a very good relationship with our PPG. We meet in person regularly but also have a frequent e-mail dialogue with them when we need to consult on a key issue. This has been particularly relevant during the improvements to the surgery building to get feedback from them and their wider contacts about how the changes will impact on them as service users. We have a learning disability residential facility in our area and although most of our contacts with the residents are at home visits we will invite them to our planned 'open day' when we will invite all patients to see the improvements we have made. We will advertise in the local press, in schools and nurseries to enable people who do not visit us regularly to discuss the improvements and gain feedback. The PPG and virtual PPG members were fully involved in the setting of the 3 priority areas and helped develop the resulting action plan. Feedback so far has been overwhelmingly positive and the service offered to patients has improved.</p>		



