

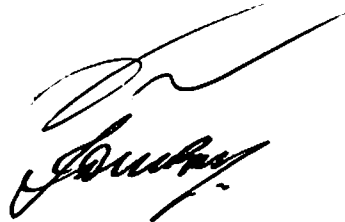
Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Caythorpe & Ancaster Medical Practice

Practice Code: C83020

Signed on behalf of practice:



Date: 10/3/15

Signed on behalf of PPG:



Date: 10. 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, letter											
Number of members of PPG: 13											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	49%	51%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	54%	46%	Practice	18%	7%	8%	11%	16%	15%	14%	11%
			PPG	0%	0%	8%	8%	16%	32%	16%	24%

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	98.44%	0.07%	0.16%	0.68%	0.02%	0.02%	0.03%	0.10%
PPG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.06%	0.10%	0.01%	0.06%	0.02%	0.06%	0.01%	0%	0%	0.16%
PPG										

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 patient group is open to all members of the Practice population whatever their gender, age and ethnic background. The practice population is largely white British and this is reflected in the membership of the patient group. The patient group has involved Healthwatch from its inception to ensure the demographic of members is fair and reflective.

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: **N/A**

2. Review of patient feedback

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

Friends and Family test, comments on NHS Choices, comments on iWantGreatCare.com, Healthwatch feedback

How frequently were these reviewed with the PRG?

F&F Data from December onwards has been discussed at every meeting with the PRG along with ideas to encourage more feedback. This is a standing agenda item. Practice has shared the positive nature of feedback online with the Patient group, members have been encouraged to review data on websites.

3. Action plan priority areas and implementation

Priority area 1	
Description of priority area:	<i>Form a face to face patient group following feedback from the virtual group.</i>
What actions were taken to address the priority?	<i>Healthwatch were approached to ask for assistance in forming a face to face PRG (had previously been a virtual group). With the assistance of Healthwatch we promoted the idea of a group to patients.</i>
Result of actions and impact on patients and carers (including how publicised):	<i>New face to face patient group successfully formed in November 2014. Impact highlighted in the priority areas discussed below.</i>

Priority area 2

Description of priority area:

Produce a patient newsletter

What actions were taken to address the priority?

Sub-committee of patients plus practice input formed to ensure a patient-centred newsletter is produced to keep all patients up to date with Practice news.

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

The newsletter is to be shared on the Practice website, Printed copies available in the Practice and also distributed to local parish magazines and parish councils to share with their residents / members. The impact will be a greater understanding of the services available at the surgery and improved use of surgery facilities.

Priority area 3

Description of priority area:

Update / improve Practice website

What actions were taken to address the priority?

Practice staff along with PRG members have critically evaluated the current website and are looking at new providers to give a more user friendly web experience.

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

The new website will make it easier for the Practice to communicate with patients and will also ensure that the website is a rich source of up to date and relevant information.

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):

In previous years a specific request has been for the Practice to have a face to face group. The Practice has tried previously to start a group but found it difficult to maintain momentum. With the support of Healthwatch and a dedicated group of patients the Practice is confident that the new group will continue to go from strength to strength and ensure that the patient voice is heard in decisions taken by the Practice.

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: *10/3/15*

Has the report been published on the practice website? **YES**

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? *Website, Parish councils, Parish Newsletters / village magazines.*

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? *Newly formed group, but very specifically so far in areas of patient communication to ensure Patients are aware of the services on offer at the Practice.*

Do you have any other comments about the PPG or practice in relation to this area of work? *Newly formed PPG has been very constructive in giving a true patient voice.*

Please return this completed report template to the generic email box – england.leiclinicsmedical@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.