

# Annex D: Standard Reporting Template

Yorkshire and the Humber Area Team  
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Bawtry and Blyth Medical

Practice Code: C84101

Signed on behalf of practice: D.J. Blakey

Date: Monday, 30<sup>th</sup> March, 2015

Signed on behalf of PPG: pp. D.J. Blakey

Date: Monday, 30<sup>th</sup> 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: The members of the Patient Participation Group meet face-to-face. We have also introduced the possibility of virtual membership for those who cannot commit to the meetings but so far no patient has asked to become a virtual member.												
Number of members of PPG: 5 (plus Practice Manager as secretary)												
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	50	50		Practice	14	7	9	12	15	17	16	10
PRG	60	40		PRG	0	0	0	0	0	20	60	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	65	2	0	7	0.5	2	0.5	0.5
PRG	80	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	6	0	0.5	4	4	4	0.5	0	0	3.5
PRG	0	0	0	0	0	20	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:

The Patient Participation Group has actively attempted to recruit patients from different ethnic backgrounds and age groups. We have had some success in terms of ethnicity, but have been less successful in recruiting younger, working age members. In order to try and change this, the Patient Participation Group has added the possibility of virtual membership. We hope that in the year to come, this may attract some younger members who will not necessarily have to attend the meetings in person, but who can propose agenda items and review the minutes.

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:

As the requirement for a patient survey was not a mandatory element of the enhanced service this year, the Patient Participation Group elected not to carry one out.

How frequently were these reviewed with the PRG? pending

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: pending, see note
What actions were taken to address the priority?
Result of actions and impact on patients and carers (including how publicised):

Priority area 2

Description of priority area: pending, see note

What actions were taken to address the priority?

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

Priority area 3

Description of priority area: pending, see note

What actions were taken to address the priority?

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

NOTE: Due to incapacity of former practice manager, an action plan was not produced this year. An action plan will be formulated at the next meeting of the Patient Participation Group.

#### 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):

The practice has implemented the S.M.S. text messaging service. This allows patients to be reminded of their appointment times through their mobile telephone. The implementation of this service will hopefully lead to a reduction in the number of appointments wasted by patients not attending.

The practice recruited a female G.P. in 2014 on a part-time basis. Subsequent to a partnership change in 2015, the practice now has a female G.P. available throughout the week. This has meant increased availability for female patients who would like to see a female doctor.

The practice reviewed the way in which patients with long term conditions were reviewed in practice. The S.M.S. service will be utilised to contact patients who are difficult to contact, specifically younger patients with long term conditions such as asthma. The practice will also look at sending personalised letters to patients who habitually do not engage.



#### 4. PPG Sign Off

Report signed off by PPG: pending

Date of sign off:

How has the practice engaged with the PPG:

The Patient Participation Group has met at Bawtry Health Centre on four occasions this year. Further to this, there have been regular email communications between the practice and the members.

How has the practice made efforts to engage with seldom heard groups in the practice population? We have established the possibility of virtual membership as a means of reaching out to those not able to attend meetings. We have also recruited ethnic minority members.

Has the practice received patient and carer feedback from a variety of sources? Not at present.

Was the PPG involved in the agreement of priority areas and the resulting action plan? Pending

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Pending

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

