

Annex D: Standard Reporting Template

The Birmingham, Solihull and Black Country Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Ward End Medical Centre

Practice Code: M85066

Signed on behalf of practice: Dr T. M. Zaman

Date: 11/03/2015

Signed on behalf of PPG: Mr K. Lewis

Date: 18/03/2015

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																																					
Number of members of PPG: 6																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>3253</td> <td>3335</td> </tr> <tr> <td>PRG</td> <td>3</td> <td>3</td> </tr> </tbody> </table>	%	Male	Female	Practice	3253	3335	PRG	3	3	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1378</td> <td>810</td> <td>909</td> <td>763</td> <td>805</td> <td>719</td> <td>589</td> <td>615</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> <td>3</td> <td>2</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1378	810	909	763	805	719	589	615	PRG	0	0	0	0	0	1	3	2
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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	14.21%	1.52%		18.03%	.71%	.36%	.61%	0.83%
PRG	0.09%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.83%	25.96%	1.44%	.30%	1.71%	1.78%	2.86%	2.11%		1.21
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:

Ward End Medical Centre continues to encourage patients to join the PPG. Doctors and staff have been asked to encourage the involvement of a wide range of patients with varying health problems, ethnic backgrounds and age groups attending the practice.

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?

Ward End Medical Centre has a higher elderly population than most practices within the locality.

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

Ward End Medical Centre PPG mainly consists of retired white elderly patients, although we have tried on numerous occasions to enrol patients of all ages and ethnic backgrounds.

2. Review of patient feedback

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

Discussions during 2014-2015 in PPG meetings involved the following :

**BCCCCG website to encourage patient's involvement – Registration forms were posted out for patients that were not computer literate.
The Birmingham Cross City voice and patient forums were explained to enable patients to engage.**

PPG Members were updated on changes within practice regarding new employees i.e. Doctors, Diabetic Specialist Nurse

Promotion of Free NHS Health checks for patients between the ages 40 – 74 with the inclusion of specific criteria

ACE Foundation/Pioneer projects were discussed with PPG members to support future PPG conference meetings.

The NHS 111 National pilot campaign was highlighted to educate patients on the correct use of A&E, and help to reduce walk in attendance at A&E.

Different ideas for engaging patients to become involved with PPG.

Nomination of A PPG chairperson to attend LCN Meetings

Updates on the Care.data Programme being paused in order for further comments, concerns and suggestions by GP's, medical and social care communities and the public.

Implementation of the Friends and Family Test.

Implementation of Patient On Line – Appointments and Repeat Prescriptions

How frequently were these reviewed with the PRG?

PPG meetings were held on a quarterly basis and previous minutes were reviewed and discussed on each occasion.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Further information regarding care.data programme was discussed with PPG members</p>
<p>What actions were taken to address the priority?</p> <p>Concerns regarding the SCR care.data programme discussed in depth including the option of completing opt out forms.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Notices to highlight concerns of the care.data programme were displayed in reception area for patients. Opt out forms regarding Important changes to the way personal data is handled was attached to New Patient Registration forms</p>

Priority area 2

Description of priority area:

The NHS 111 National pilot campaign was highlighted to educate patients on the correct use of A&E, and help to reduce walk in attendance at A&E.

What actions were taken to address the priority?

Discussions were had in PPG meeting regarding the NHS 111 pilot campaign. PPG members were informed that outdoor advertising in the form of billboards in close proximity to hospitals, bus and rail routes within the area would be displayed encouraging people to call 111 before presenting to A&E for minor ailments.

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

NHS 111 leaflets are available within the practice for all patients; NHS 111 is also included on the practice leaflet.

Priority area 3

Description of priority area:

Implementation of the Friends and Family Test and the Patient On Line Booking

What actions were taken to address the priority?

Discussion on the implementation of both the Friends and Family Test and the on line booking were discussed, as both services were mandatory. The Patient On Line service was part of the GMS contract. Staff Training was arranged via the vision/INPS team.

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

By introducing the POL service will help with patient access regarding appointments and the requesting of repeat prescriptions

Posters regarding Friends and Family Test and patient on line services were displayed in the reception area and advertised on the wardendmedicalcentre.co.uk 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):

From initial implementation PPG meetings have proved to be useful in enabling the practice to share relevant information about changes within primary care and the commissioning of services. PPG members have had the opportunity to interact in NHS Local Patient network meetings and BCCCCG participation group annual conferences.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 18/03/2015

How has the practice engaged with the PPG:

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

Engagement regarding involvement has been rolled out across the board by use of prescriptions, website, posters etc.

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

Feedback has been received via the Friends and Family Test and the implementation of the Carer Identification Referral forms.

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

Yes via face to face PPG meetings on a quarterly basis

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

It is enabled a better understanding of services and support available to patients and carers, with the provision of a wider knowledge regarding engagement with patient forums and annual conferences.

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