

Annex D: Standard Reporting Template

Lancashire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: *Burscough Family Practice*

Practice Code: *P81138*

Completed by: *Nesha Clitkara*

Date: *31/3/15*

Signed on behalf of PPG: *J. Durham*

Date: *March 31st 2015*

Please confirm that the report has been published on the practice website by 31st March 2015
provide further information)

YES / NO (If no, please

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

Does the Practice have a PPG? <input checked="" type="radio"/> YES / NO
Method of engagement with PPG: Face to face, Email, Other (please specify) <i>Email (virtual)</i>
Number of members of PPG: <i>108</i>

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1410	1347
PRG	36%	57%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	425	220	261	323	440	368	426	294
PRG	0%	3%	8%	13%	19%	19%	11%	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								
PRG	99%	/	/	/	/	/	/	/

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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:

Ensuring that all patients who attend the surgery are aware via advertising of the Patient Participation Group and also via our website where patients are able to sign up.

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? YES/NO

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

By advertising in the reception area for all patients to sign up to the Patient Participation group should they wish to participate.

2. Review of patient feedback

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

- Friends & Family Test
- General Practice Assessment Survey.

How frequently were these reviewed with the PPG?

Annually.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Late opening hours.
What actions were taken to address the priority? Looking at the minority that requested late opening hours was only small.
Result of actions and impact on patients and carers (including how publicised): None because the majority of patients are happy with the opening hours.

Priority area 2

Description of priority area:

Online appointment booking.

What actions were taken to address the priority?

Access to online booking is already active for the convenience of patients. This is being advertised in the waiting area & online.

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

Very small minority have signed up for the service.

Priority area 3

Description of priority area:

N/A

What actions were taken to address the priority?

N/A

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

N/A

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):

A very small minority had requested a late night opening which we felt did not need addressing at that time. Otherwise the survey was satisfactory.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 31/3/15

How has the practice engaged with the PPG: Via email.

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?

We have sought feedback from all our patients via our annual survey but also through the Friends & Family test which is reviewed on a monthly basis.

Please submit your report to: england.lanccsat-medical@nhs.net by 31st March 2015