

Annex D: Standard Reporting Template

[Name] Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: BARNARD MEDICAL GROUP

X Practice Code: G83004

Signed on behalf of practice: *HR* Date: 25/3/15

X Signed on behalf of PPG: *E. Singleton*

Date: 26. 03. 15

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

Does the Practice have a PPG? YES / NO	YES
Method of engagement with PPG: Face to face, Email, Other (please specify)	EMAIL
Number of members of PPG:	319

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	7204	8065
PRG	133	186

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2884	1371	1967	1843	2118	1751	1705	1690
PRG	4	12	26	46	41	59	87	44

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	7016	67	0	330	22	8	16	32
PRG	290	4	0	0	2	1	5	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	84	16	22	77	34	103	37	19	0	268
PRG	8	0	1	2	0	1	0	0	0	5

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:

We targeted our recruitment at our younger population by developing a virtual PPG. We advertised at our main and Branch surgeries, and website.

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:

2. Review of patient feedback

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

Patient survey carried out November to January 2014/15.
FRIENDS AND FAMILY December and January 2014/15

Suggestions box at surgery reception

NHS Choices website.

How frequently were these reviewed with the PRG? 6 monthly. Results of patient survey were posted on practice website. Survey report emailed to PPG. Paper copies available in surgeries and highlighted on TV in waiting areas.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Patient Experience of reception/waiting area/WC facilities at 2 sites - Granville Road (Main surgery) and Marlborough Park (Branch surgery). Marlborough Park Surgery was new premises since April 2014 and needs updating to meet CQC requirements.
What actions were taken to address the priority? Patient survey showed more people dissatisfied with Marlborough Park waiting area, which was supported by feedback in comments. We are planning building work to enlarge waiting area at Marlborough Park. This will improve WC facilities and disabled access to the building.
Result of actions and impact on patients and carers (including how publicised): Enlarged waiting area. Improve disabled access and WC facilities. Add 2 further clinical rooms to give more clinics and services at Branch Surgery. Information about proposed changes to be posted on website and TV and flyers/posters in Surgery.