

# Annex C: Standard Reporting Template

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

Practice Name: Field Street Surgery

Practice Code: C82656

Signed on behalf of practice: Dr P S Ghatora

Date: 27.03.2015

Signed on behalf of PPG:

Date:

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)    Face to Face, Email, telephone											
Number of members of PPG: 6											
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	1100	1106	Practice	372	174	300	276	308	251	297	178
PPG	3	3	PPG								

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	1334	4	0	27	8	1	3	58
PPG	6							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	27			4	4		2			316
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:

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  
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:

DNA of Patients

Fund Raising

Practice Appraisal

How frequently were these reviewed with the PRG?

Non Attendance of patients (DNA's) reviewed at each meeting

Fund raising events up and coming discussed bi-monthly



### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Patients making appointments at surgery or appointments at hospital clinics etc- Non Attendance at these appointments and not cancelling as appropriate</p>
<p>What actions were taken to address the priority?</p> <p>Actions taken are to display monthly the figures for non attenders each month with figures displayed on the notice board and our Jayex system within the surgery Letters are also sent to individuals reminding them to contact the surgery or hospitals to cancel their appointments when they cannot attend</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The number of non attenders (DNA's) has fallen month on month</p>

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Priority area 2

Description of priority area:

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:

What actions were taken to address the priority?

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



## 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):

Fundraising events have achieved great results the first one being for Macmillan with over £240.00 being raised on the day More fundraising events have been planned along with coffee mornings to raise further funds for local charities Well done to our PPG for their brilliant support and efforts

The Practice has embarked on a re-branding exercise and the PPG are helping with this. New letterheads have been designed along with new compliment slips. These have been approved by the PPG and the surgery and shortly will become part of our new look.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:

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?

Leaflets/adverts in local magazines informing the public of our services

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

Yes both verbally and through letters of appreciation, also through surveys

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?

By reducing non attendance in surgery therefore being able to use otherwise wasted appointment slots

Also giving patients a better understanding of the importance of cancelling valuable hospital appointments

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

The PPG have been very supportive and enthusiastic in this and other areas which is a real boost to our practice

A large, empty rectangular box with a thin black border, intended for the user to provide details in their report.

Please return this completed report template to the generic email box – [england.leiclincsmedical@nhs.net](mailto:england.leiclincsmedical@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.