

Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: DEAN CROSS SURGERY

Practice Code: L83021

Signed on behalf of practice: Patricia Bewsher Date: 17th March 2015

Signed on behalf of PPG: Mary Yalland Date: 17th 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: Face to face, Email, Other (please specify) Face to Face, telephone and e-mail																																					
Number of members of PPG: 7																																					
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>4540</td> <td>5153</td> </tr> <tr> <td>PRG</td> <td></td> <td>7</td> </tr> </tbody> </table>	%	Male	Female	Practice	4540	5153	PRG		7	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>1479</td> <td>963</td> <td>961</td> <td>960</td> <td>1207</td> <td>1402</td> <td>1448</td> <td>1273</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>2</td> <td>2</td> <td>3</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1479	963	961	960	1207	1402	1448	1273	PRG						2	2	3
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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	2662	12	0	81	15	4	10	4
PRG	7							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	3	0	0	12	3	7	1	2	0	4
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:

The PPG makes every effort to recruit new members from all our patients regardless of ethnicity etc. They really struggle to recruit patients onto the committee. They are always present in the surgery, selling marmalade, sorting out the books in both waiting rooms, selling raffle tickets for the Christmas and Easter Raffle. We have recruitment packs in both waiting rooms which give information about joining the group and what it actually entails.

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: All the Feedback about the PPG and from the PPG is very positive, the patients are always advised of the purchases that the PPG make for the comfort of the patients and when selling raffle tickets patients are advised of what the money will be put towards.

How frequently were these reviewed with the PRG? The group now meet every 2 months and any correspondence is fully discussed and minuted.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: To recruit new members to the PPG
What actions were taken to address the priority? Posters in both waiting rooms advertising for PPG members + drivers required to bring patients to the surgery for their GP/Nurse appointments when public transport unavailable or unaffordable. We have been fortunately in recruiting 3 further drivers for the PPG but have not managed to recruit any new PPG members for the committee.
Result of actions and impact on patients and carers (including how publicised): 3 new drivers recruited. This is very positive as we bring many patients down to the surgery each week thus enabling the patients to get out of the house and come to the surgery. This is really useful for the leg ulcer clinic on Tuesday afternoons as if they were unable to come down the District Nurses would have to visit.

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):

We have made progress in recruiting more drivers which is very positive but unfortunately have not made any progress in recruiting new committee members despite best endeavours to do so. The PPG are very visible in the practice and they strive hard to recruit new members but unfortunately not had any luck this year.

A key fact for many patients is time; many people work well into their 60s now and just do not have the time to spare.

4. PPG Sign Off

Report signed off by PPG: YES
Date of sign off: 3rd May 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? Yes

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

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? Yes

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