Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Cambrian Medical Centre

Practice Code: M82026

Signed on behalf of practice: S M Jones Date: 2 March 2015

Signed on behalf of PPG: D Gaskill, Chair Date:25/02/2015

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face and e-mail | |
| Number of members of PPG: 12 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 6410 | 6216 | | PRG | 5 | 7 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 2253 | 1322 | 1379 | 1424 | 1899 | 1584 | 1430 | 1335 | | PRG |  |  | 1 |  | 3 | 2 | 6 |  | |
| Detail the ethnic background of your practice population and PRG: Since records began   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed | | Practice | 4532 | 3 | None recorded | 362 | 5 | 17 | 20 | 9 | | PRG | 12 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 22 | 2 | 8 | 85 | 1 | 2 | 1 | 1 | 1 | 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:  PPG is advertised on the Practice Website and on the PPG notice board in the surgery where minutes of meetings are displayed and requests for volunteers to join.  Stall at annual Oswestry Show run by PPG members who promote PPG and volunteers are canvassed. | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  On line feedback  Comments/suggestions on website via a direct link to surgery e-mail address  Forms available at reception  Direct patient contact |
| How frequently were these reviewed with the PRG? Reviewed at subsequent PPG meeting |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Concerns over merger of Cambrian Surgery and Willow Street Medical Centre. Partner retirement and reducing hours. Access for patients to usual GP> |
| What actions were taken to address the priority?  More salaried GPs appointed.  Review of GP led telephone triage and appointment system.  Online appointments and medication ordering made available. |
| Result of actions and impact on patients and carers (including how publicised):  More available appointments.  Website and practice leaflet updated.  PPG now merged into one group which is now very settled and working well together. |

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| Priority area 2 |
| Description of priority area:  Car Parking – ongoing problem due to size of car park compared with the size of the Health Centre |
| What actions were taken to address the priority?  Staff of Cambrian Medical Centre were asked not to park onsite – to enable more spaces for patients.  Discussions with the owner of an adjacent piece of land to turn this into a car park for staff. |
| Result of actions and impact on patients and carers (including how publicised):  Unfortunately, the staff at CMC do not park onsite but this action was not taken by the Community Trust with whom we share the building. Resulting in no extra spaces for patients but providing extra space for Community Trust employees!  Discussions and negotiations still ongoing with regard to the extra car parking space. |

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| Priority area 3 |
| Description of priority area:  Patient support  Following on from meetings in Oswestry by various care-giving organisations and support groups which were attended by member of PPG |
| What actions were taken to address the priority?  Care Co-ordinators appointed in the surgery. |
| Result of actions and impact on patients and carers (including how publicised):  Patients, or their carers, are contacted, eg: recently discharged from hospital, referred by GP etc, initially by telephone but also home visit if necessary.  Possibility of holding support groups in the surgery. |

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):

Vaccinations for flu, pneumonia, shingles have increased. PPG members held a stall at the annual Oswestry Show to promote PPG and vaccinations.

Also handed out promotional material in local supermarkets etc.

Car parking – ongoing.

Appointments – will always be an issue but the surgery constantly review the situation according to need.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 25 February 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?  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?  PPG having a stall at the Oswestry Show  Promoting vaccines in local supermarket and other prominent places in Oswestry  Advertising PPG and asking for volunteers  Appointment and triage systems being adjusted to meet need and reviewed regularly  PPG fully involved with priority areas and action plan. |