

Derbyshire & Nottinghamshire Area Team

2014/15 Patient Participation Enhanced Service REPORT

Practice Name: Old Station Surgery

Practice Code: C81021

Signed on behalf of practice: Jenny Whitehead

Date: 31.3.15

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
Method of engagement with PPG: Face to face, Email, Other (please specify)
Face to Face, E-Mail & Mail
Number of members of PPG: 12

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	7190	7290
PPG	4	10

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2945	1394	1776	1909	2157	1663	1553	1083
PPG				1	1	1	6	5

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	13997	16	0	108		16	7	98
PPG	14							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	29	1	5	4	14	10	4			191
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:

Advertised on Web-site, Notice in reception. In Practice booklet, on Friends & Family feedback form and handouts given to patients to invite.

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:

Previous Questionnaires. Updates of action plans put on Web-Site and in reception. Friends & family results on Web-Site and in reception areas.

How frequently were these reviewed with the PRG?

Monthly

3. Action plan priority areas and implementation

Priority area 1
<p><i>Description of priority area:</i></p> <p>PPG are sending out an advertisement in the local press to ask as many patients as possible to contribute ideas for the most important areas</p>
<p><i>What actions were taken to address the priority?</i></p>
<p><i>Result of actions and impact on patients and carers:</i></p> <p><i>How were these actions publicised?</i></p>

Priority area 2

Description of priority area:

PPG are sending out an advertisement in the local press to ask as many patients as possible to contribute ideas for the most important areas.

What actions were taken to address the priority?

Result of actions and impact on patients and carers:

How were these actions publicised?

Priority area 3

Description of priority area:

PPG are sending out an advertisement in the local press to ask as many patients as possible to contribute ideas for the most important areas.

What actions were taken to address the priority?

Result of actions and impact on patients and carers:

How were these actions 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):

Previous years Action plans are reviewed regularly and ongoing work is undertaken.

4. PPG Sign Off

Report signed off by PPG: YES / NO

Date of sign off: Awaiting further information from PPG

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

E-Mail, Practice booklets etc.

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

Yes. Friends and Family and PPG going to various events

Was the PPG involved in the agreement of priority areas and the resulting action plan?

They are auctioning this.

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?

Promotes interaction between patients and doctors

Please submit completed report to the Area Team via email no later than 31 March 2015 to:

- Derbyshire practices: e.derbyshirenotttinghamshire-gpderbys@nhs.net
- Nottinghamshire practices: e.derbyshirenotttinghamshire-gpnotts@nhs.net