

# Annex D: Standard Reporting Template

NHS ENGLAND | BIRMINGHAM SOLIHULL AND THE BLACK COUNTRY AREA TEAM | PRIMARY  
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Summerfield Group Practice

Practice Code: Y00492

Signed on behalf of practice: Mrs Shabnam Khan                      Date:31.3.2015

Signed on behalf of PPG: Mr T Giblin                                      Date:31.3.2015

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, email and telephone																																					
Number of members of PPG: 10																																					
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: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">3,041</td> <td style="text-align: center;">2,700</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">6</td> <td style="text-align: center;">4</td> </tr> </tbody> </table>	%	Male	Female	Practice	3,041	2,700	PRG	6	4	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%;">&lt;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%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">1769</td> <td style="text-align: center;">695</td> <td style="text-align: center;">1208</td> <td style="text-align: center;">1128</td> <td style="text-align: center;">534</td> <td style="text-align: center;">252</td> <td style="text-align: center;">60</td> <td style="text-align: center;">39</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> <td style="text-align: center;">6</td> <td style="text-align: center;">0</td> <td style="text-align: center;">2</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1769	695	1208	1128	534	252	60	39	PRG	0	0	1	6	0	2	0	1
%	Male	Female																																			
Practice	3,041	2,700																																			
PRG	6	4																																			
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75																													
Practice	1769	695	1208	1128	534	252	60	39																													
PRG	0	0	1	6	0	2	0	1																													

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	157	28	0	2102	31	0	4	
PRG	1	1	0	2	0	0	0	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	239	559	98	82	297	536	339		100	
PRG	1	1	0	0		2	1		1	

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:

*Overall, we have advertised in surgery by posters, face to face contact between doctors and patients as well as handing out flyers and writing to patients on the right hand side of their prescriptions. During this exercise it was concluded that a large number of the population is under 45 and belong to the eastern European (Polish, Czech, Romanian) community and most of them worked long hours. Also high number of young mothers with children.*

*We have also advertised on the Envisage electronic display unit in the waiting area*

*The Group has not changed since the previous year however we have sadly lost one member*

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

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

We have a large population from the Eastern European block and despite hard work by the PPG and Practice staff through interpreters we have not been able to engage and recruit patients from this section of our population. However the group will look into late night meeting to attract a wider group of population.

## 2. Review of patient feedback

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

The family and friends test and any other verbal or written feedback received from patients

How frequently were these reviewed with the PRG? Every 3 to 4 months

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Patient Education around A&amp;E attendance</p>
<p>What actions were taken to address the priority?</p> <p>Members of the PPG developed small leaflets in different languages to educate patient on who to contact when the surgery was closed if it was not a life threatening situation PRG members have agreed to carryout educational sessions by talking to the patients in the waiting area. Interpreters were also used to speak to patients one to one each visit to relay the message that A&amp;E was only for life threatening conditions This will be audited by the practice on a regular basis to see if attendance numbers have dropped</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>A&amp;E attendances for the practice had dropped slightly but need to carry on with the work to educate new patients through various methods and PPG members have agreed to carry on with this as a priority on an annual basis</p>

## Priority area 2

Description of priority area: PPG Chair to have some formal training/Appoint a Secretary

What actions were taken to address the priority?

The PPG chair was booked on a 6 week course called Patient Participation Group Shared Development Programme to help the group form a better understanding of the PPG to steer it in the right direction, and meeting was set up for PPG chair to give full and valuable feed back to all the members with literature for members to access at their leisure.

From this course the chair advised the members that the group will need a named secretary and by vote a secretary was appointed

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

The feedback from the course was very valuable to the Group to understand the need to have a PPG and why it was important to do things correctly

Appointing a secretary helped the group to have a named contact

### Priority area 3

#### Description of priority area:

Educate Patients from different minorities on how to access Health care better suited to their needs

#### What actions were taken to address the priority?

Leaflets and posters were developed in different languages mainly eastern European and with the help of the interpreters the process began to educate the patients on who to contact out of hours, how to order repeat prescriptions, book appointments etc it's a slow progress due to the language difficulty but it has made a difference.

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

The actions will be published along with the report onto the practice website a hard copy of the report will be available to those who wish to have a paper copy version

Also results from the FFT will be displayed on the notice board and on the website:

<http://www.summerfieldgrouppractice.co.uk/index.htm>

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):

*Action Points from Survey 2012-2013*

- 1. More clinicians needed – Access and demand capacity training was undertaken and it was identified that there was a need for extra GP's after advertising we managed to appoint one part time female GP and the rest of the time locums are being used so that there is always two GP's working alongside generating enough appointments.*
- 2. Interpreters to be available on certain days so that patients know and can attend on those days – PM had discussions with BILCS and it was decided we would have interpreters in different languages for 2 hours at a time on different days, this is working fine for both staff and patients*
- 3. Need more nursing hours in the evenings – Advert was placed for an additional nurse without any success, the present nurse then agreed to work one evening session per week and HCA has been appointed for 3 sessions per week.*

*Actions Points from survey 2011-2012*

- 1. Practice to review its 0845 use of telephone line – number now changed to 0121 255 0419*
- 2. Improving clinical staffs engagement of patients during consultations – We now have a good clinical team who are trained and very popular with patients who always have very positive feedback to give about all the clinicians*
- 3. Patients education Helping patients to make better use of Practice and wider NHS services Improving health literacy by helping patients better understand managing long term conditions – Literature printed in different languages and displayed has helped the practice achieve this and holding group education sessions*

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 31.3.1015

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 through various methods

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

Yes from patients

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?

Appointments, telephone lines generally any small thing that was brought to discussion has been looked into and improvements made where necessary.

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

We have worked along with the PPG and discussed prior to implementation any new ideas that the GP's or staff wanted to implement and the PPG feedback has been very supportive