

# Annex C: Standard Reporting Template

## Essex Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Shaftesbury Avenue Surgery

Practice Code: f81209

Practice website address: [www.shaftesburysurgery.co.uk](http://www.shaftesburysurgery.co.uk)

Signed on behalf of practice: Rosemary Weeks

Date: 27/03/2015

Signed on behalf of PPG: George Cook, Chairman

Date: 27/03/2015

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

Does the Practice have a PPG? <b>YES</b>
Method of engagement with PPG: <b>Face to face, Email, Quarterly meetings</b>
Number of members of PPG: <b>8</b>

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1148	1079
PRG	3	5

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	342	193	266	232	361	309	302	240
PRG	0	0	0	0	0	2	6	0

Detail the ethnic background of your practice population that has been recorded 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	1102	5	0	37	8	3	5	5
PRG	8	0	0	0	0	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	4	0	0	4	3	3	4	0	0	0
PRG	0	0	0	0	0	0	0	0	0	0

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:

1. Have poster on dedicated board inviting all to the next meeting, date supplied.
2. Sent texts to a few patients if meeting relative to their needs.
3. Discussion with chairman who attended personally several surgery times and invited patients to the next meeting.
4. Having included a dedicated space on our website.

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:

**Friends and Family Test**  
**Complaints and comments made to staff and book in reception**

How frequently were these reviewed with the PRG?

**At the quarterly meetings.**

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

**Patients missing appointments**

What actions were taken to address the priority?

**Chairman and others made themselves available during consultation hours to discuss the issue with patients.**

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

**None. Patients were interested but numbers of missed appointments are stable.**

## Priority area 2

Description of priority area:

**Changes in the appointment system due to retirement of a GP**

What actions were taken to address the priority?

**Many discussions with group.**

**Now we have early morning appointments and late evening appointments once a week.**

**We advertise the weekend appointments at Southend Medical Centre.**

**Now we have male and female GPs**

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

**Been well received.**

**Receptionists inform patients of availability when appointments are requested.**

**Notices are up in the waiting area.**

Priority area 3

Description of priority area:

**Services to go online**

What actions were taken to address the priority?

**Training of staff.**

**Go live day.**

**Advertise in the surgery.**

**Put new message on phone.**

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

**This is recent and is yet to receive feedback.**

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 did not report last year.

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **27/03/15**

How has the practice engaged with the PPG:

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

**Advertised.**

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

**Family and Friends Test, meetings and reception conversations.**

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

**Discussed with chairman and presented to the meetings.**

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

**More access, choice of Doctors.**

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

**No.**