

**Annex C**

**Arden, Herefordshire and Worcestershire Area Team  
Patient Participation Enhanced Service 2014/15 – Reporting Template  
Red Roofs Surgery**

Practice Name: \_\_\_\_\_

Practice Code: \_\_\_\_\_ M84001 \_\_\_\_\_

Signed on behalf of practice: \_\_\_\_\_ Jeff Powell \_\_\_\_\_ Date: \_\_\_\_\_ 26.03.15 \_\_\_\_\_

Signed on behalf of PPG: Content discussed and agreed at PPG Meeting 26.03.15 \_\_\_\_\_ Date: \_\_\_\_\_ 26.03.15 \_\_\_\_\_

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**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											
Number of members of PPG:											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	49	51	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	36	74	Practice	15	12	13	12	11	12	11	11
			PPG								

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Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	38	.37	.25	27	1.7	.8	2	1.8
PPG	100	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	17	3	.31	1.55	.25	2.41	.68	.5	0	.06
PPG	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:

We do not have representation from the ethnic minority groups within our area, so we joined together with three other practices and the Local council to develop an engagement group.

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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/NO

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

No

## 2. Review of patient feedback

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

The agenda of the meetings is such that we discuss a wide range of topics and feedback from:-

- Health specific, Local Health economy development, Practice, CCG, Secondary Care.
- Practice specific, NHs choices, FFT, CQC inspection, Patient Surveys, Service or access changes or problems
- Health event and participation

How frequently were these reviewed with the PRG?

Bi monthly for the PPG and every quarter for the BME Group.

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Work with Ethnic Minority Groups to improve engagement</p>
<p>What actions were taken to address the priority?</p> <p>Together with the Local council community engagement officer, Lay CCG member and three other Local GP practices we met with ethnic minority community leaders on 21<sup>st</sup> Jan 2014. At this meeting we discussed a number of topics ranging from access, GP services, cultural issues, interpreting and disease prevalence. From this meeting we developed our BME group, which now meets every quarter and has an active agenda and participation.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Improved awareness of how to access GP services and the support that can be provided to ethnic minority groups when trying to do so. Active engagement with the communities through their representatives. Outcomes from the meetings are shared via the usual practice routes and at community specific meetings by the leaders.</p>

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Priority area 2
<p>Description of priority area:</p> <p>Support NWCCG in improving the Health Economy and Health inequalities</p>
<p>What actions were taken to address the priority?</p> <p>From the development of the BME group and planning work that took place to develop the community event we have formed a group (Health Aware Communities) with Public Health, Local council and CCG to co-ordinate, develop and participate in Health related activities in the area. Last year delivered the Health Awareness event. This year we have been invited to participate in the Gurka memorial day 26.04.15 by Om the community leader. We are entering and promoting the Run for your Heart event 19.04.15 &amp; National walking Month in May Investigating participating in a Min Health Check event in the Wembrook area. Supporting the Launch and roll out of the #One thing campaign. Investigating a Health event in an area which is yet to be determined.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>All of the events are publicised within the practice and on our website, with staff and patients encouraged to participate.</p>

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An increased number of Health Checks were carried out in the BME communities along with an improved awareness of Healthy eating, Lifestyle and what GP services were available in addition to the regular GP appointments.  
Outcomes from the meetings are shared via the usual practice routes and at community specific meetings by the leaders

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Priority area 3
<p>Description of priority area:</p> <p>Improve patient information and awareness through our media screens</p>
<p>What actions were taken to address the priority?</p> <p>We update our screens frequently to reflect National or Local Health initiatives, either with provided or Practice made material. We have also worked with the CCG, council and other providers to ensure that we receive electronic copies of local health initiatives or events that are planned. FFT results along with practice specific information is also displayed.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients are more aware of National, local and practice specific initiatives and developments.</p>

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### 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):  
4.

Our PPG pre dates, by a number of years, any enhanced service arrangements and as such we have developed a series of changes in conjunction with our groups over this time.

#### Previous actions

- Make telephone performance statistics more visible to staff, patients – April 2012
- Ensure adequate staff for call volumes – Mar 2012
- Introduce On line web booking of appointments reducing telephone volumes – Early May 2012
- Improve patient information and awareness through active engagement and other media.
- Develop on line services and messaging.
- Work with Ethnic minorities and Hard to reach groups.
- Support the North Warwickshire CCG in improving the Health economy.
- Provide Monthly performance based data.



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### PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26.03.15

Has the report been published on the practice website? YES

How has the practice engaged with the PPG: **Face to face, email, surveys, community meetings**

How has the practice made efforts to engage with seldom heard groups in the practice population? **Yes through the BME group**

Has the practice received patient and carer feedback from a variety of sources? **Registration of carer details, annual review appointments with vulnerable patients**

Was the PPG involved in the agreement of priority areas and the resulting action plan? **Yes agreed and discussed at previous practice meetings, published on web site and displayed in practice.**

How has the service offered to patients and carers improved as a result of the implementation of the action plan? **Improved access through on line services, improved patient information, increased opportunities for feedback.**

Do you have any other comments about the PPG or practice in relation to this area of work? **We are launching an initiative suggested by the PPG members to enable patient's the opportunity to raise concerns or areas that they wish to be discussed at our meetings or directly with the practice team.**

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Please return this completed report template to the generic email box – [england.ahwat-pc@nhs.net](mailto:england.ahwat-pc@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.