

## Annex D: Standard Reporting Template

Birmingham and Black Country Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Little London Surgery

Practice Code: M91008

Signed on behalf of practice: *N. Hand* Date: 23-3-15

Signed on behalf of PPG: *J. J. Pugh* Date: 24-3-15

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

Does the Practice have a PPG? YES / NO <b>YES</b>								
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>MEETINGS AND EMAIL</b>								
Number of members of PPG: <b>15 PATIENT MEMBERS 10 STAFF MEMBERS 25 IN TOTAL</b>								
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:				
%	Male	Female		%	0-9	10-19	20-29	30-39
Practice	4247 = 50%	4244 = 49.9%		Practice	1265= 14.8%	1134= 13.4%	1093= 12.9%	1239= 14.6%
PRG	11 = 44%	14 = 56%		PRG	0	0	0	1=
					8=	11=	4=	1=

									4%	32%	44%	16%	4%
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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	3382= 52.2%	24= 0.37%		51= 0.006%	43= 0.66%	172= 2.7%	4= 0.06%	91= 1.4%
PRG	19= 76%	0	0	0	2= 8%	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	494= 7.6%	1154= 17.8%	494= 7.6%	6= 0.09%	257= 4.0%	3= 0.05%	157= 2.4%	3= 0.04%	2= 0.03%	136 2.1%
PRG	3= 12%	0	0	1= 4%	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:

**POSTERS AND LEAFLETS AVAILABLE WITHIN PATIENT WAITING AREAS.**

**CONTINUUAL OPPORTUNISTIC EXHORTATIONS AND ENCOURAGEMENT BY MEMBERS OF THE WHOLE PRACTICE INCLUDING GPS AT CONSULTATIONS AND RECEPTION STAFF.**

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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:

**YES – THE PRACTICE HAS A SIGNIFICANT MIX OF POPULATION CHARACTERISTICS SUCH AS HIGH BME, EASTERN EUROPEAN, SINGLE PARENT HOUSEHOLDS, ELDERLY INCLUDING RESIDENTIAL NURSING AND CARE HOMES, YOUTHS.**

**BOTH THE PRACTICE AND CURRENT PPG MEMBERS CONTINUE TO WORK AT INNOVATIVE WAYS OF INCLUSION OF ALL PATIENTS. APART FROM POSTERS AND LEAFLETS IN WAITING AREAS, STAFF DO TAKE OPPORTUNITIES TO INVITE INDIVIDUALS. ALSO PPG MEMBERS DO SOMETIMES MAKE THEMSELVES AVAILABLE TO MIX WITH PATIENTS AND HAND OUT LEAFLETS IN THE WAITING AREAS.**

2. Review of patient feedback

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

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<b>FRIENDS AND FAMILY ATTEMPTS AT AUDIT, FOR EXAMPLE, DURING THE VACCINATION DAYS</b>
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How frequently were these reviewed with the PRG?
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<b>AT PPG MEETINGS AS AND WHEN THEY WERE CONVENED</b>
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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><b>PATIENT ACCESS REDUCTION IN A&amp;E ATTENDANCES, AND AVOIDABLE ADMISSIONS MENTAL HEALTH SELF CARE</b></p>
<p>What actions were taken to address the priority?</p> <p><b>PATIENT ACCESS – WE HAVE INSTALLED A NEW TELEPHONE SYSTEM WE HAVE INTRODUCED TELEPHONE CONSULTATION ON A DAILY BASIS WE HAVE A MENTAL HEALTH PATIENT AND ADVOCATE ON THE PRG AND RECENTLY HAD A PRESENTATION ON DEPRESSION WE HAVE ENGAGED IN A VOLUNTARY SECTOR PILOT WITH AGE UK DR BENJAMIN IS ACTIVE WITHIN THE NATIONAL SELF CARE FORUM</b></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><b>IMPROVED RANGE OF ACCESS OPPORTUNITIES.</b></p>

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**IMPROVED SAME DAY ACCESS.**

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Priority area 1

Description of priority area:

**IMPROVING PATIENT ACCESS**

What actions were taken to address the priority?

**WE HAVE INSTALLED A NEW EXPANDED TELEPHONE SYSTEM.  
WE HAVE INTRODUCED TELEPHONE CONSULTATIONS ON A DAILY BASIS.**

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

**IMPROVED ACCESS OPPORTUNITIES FOR PATIENTS.THE SYSTEM IS BEING CONTINUALLY ASSESSED AND  
'TWEAKED' SO THAT ACCESS IS FAIR ACROSS THE PATIENT POPULATION.  
MORE CAN BE ACHIEVED WITH FUNDING CAPACITY AND INFRASTRUCTURE GENERALLY.**

Priority area 2

Description of priority area:

**REDUCTION IN A&E ATTENDANCES.**

What actions were taken to address the priority?

**AS PART OF THE WIDER LOCAL AND INDUCED NATIONAL DRIVE TO IMPROVE AWARENESS AMONGST PATIENTS OF OTHER AVAILABLE PRIMARY CARE RESOURCES, FOR EXAMPLE WE CONTINUE TO OPERATE A 'PHARMACY FIRST' SCHEME WHERE PATIENTS CAN GET FREE ACCESS FOR MINOR ILLNESSES, MEDICATION AND ADVICE IN CONJUNCTION WITH NEARBY PHARMACIST.**

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

**ESPECIALLY FOR FAMILIES AND CARERS WITH YOUNG CHILDREN, THIS COMBINED WITH SELF-CARE AWARENESS CAMPAIGNS, CAN IMPROVE ACCESS AND FREE UP MUCH NEEDED CAPACITY**



Priority area 3

Description of priority area:

**MENTAL HEALTH**

What actions were taken to address the priority?

**AT ONE OF OUR PRG MEETINGS WE INVITED AN EXTERNAL EXPERT TO GIVE A PRESENTATION ON DEPRESSION WE HAVE ALSO ENGAGED AND CONTRIBUTED FUNDING TO A VOLUNTARY SECTOR PILOT WITH AGE UK TO IMPROVE CARE FOR SOME ELDERLY PATIENTS. GPS AND NURSES HAVE PARTICIPATED IN DEMENTIA TRAINING.**

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

**THERE IS A RAISED AWARENESS AMONGST PATIENTS AND STAFF OF AVAILABLE SUPPORT FOR DEPRESSION AND ELDERLY CARE COMPLEMENTARY TO STATUTORY SERVICES. THE VOLUNTARY SECTOR PILOT WITH AGE UK WILL NEED TO BE EVALUATED WHEN IT ENDS ON 31<sup>ST</sup> MARCH 2015 TO SEE WHAT LESSONS HAVE BEEN LEARNED AND HOW IT CAN BE ROLLED ON FURTHER.**

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):

**ALL MENTIONED ABOVE**

4. PPG Sign Off

Report signed off by PPG: YES/NO ✓

Date of sign off: 24/3/15

How has the practice engaged with the PPG:

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

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?

**DETAILED ABOVE.**