Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team

2016/17 Patient Participation Enhanced Service – Reporting Template

Practice Name: Hill Barton Surgery

Practice Code: L83143

Signed on behalf of practice: *Dr C. Lascelles* Date: 14 11 16

Signed on behalf of PPG: *Mrs Fiona Criss*  Date: 14 11 16

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

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| Does the Practice have a PPG? YES / | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) face to face, email and practice website | |
| Number of members of PPG: 18 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49% | 51% | | PRG | 44% | 58% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 21% | 8% | 13% | 15% | 20% | 10% | 8% | 5% | | PRG | 0% | 0% | 0% | 2% | 38% | 16% | 33% | 11% | |
| 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 | 92% | 0.3% | 0% | 4.4% | 0.1% | 0.1% | 0.4% | 0.2% | | PRG | 78.5% |  |  | 16% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 1.3% | 0% | 0.2% | 0.5% | 0/6% | 0.5% | 0.1% | 0.1% | 0% | 1% | | PRG |  |  |  |  | 5.5% |  |  |  |  |  | | |
| 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:  **See minutes of meeting dated 14 11 16. This was discussed within the group and it was felt that the PPG members were representative and had taken into account the profile of Hill Barton Surgery.** | |
| 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:  **See minutes of practice meeting dated 14 11 16.**  **This was discussed within the group and several methods will be continued to be used within HBS to gain views of PPG and practice patients.**  **Patients of HBS including feedback boxes, posters in the waiting room, information on the website etc.** | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **The sources of feedback were from patient’s friends and family questionnaires, individual questionnaires and website patient comments as well as e-mails within the PPG and discussions at the PPG meetings.** |
| How frequently were these reviewed with the PRG?  **These were reviewed at each PRG meeting** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  **Decoration of the downstairs waiting room.** |
| What actions were taken to address the priority?  **A date was arranged in order to carry out the decorating works**. |
| Result of actions and impact on patients and carers (including how publicised):  **The information was put on Hill Barton Surgery website and the posters in the waiting room giving information about the PPG and the waiting room was redecorated as discussed on the 18th, 19th and 20th November.** |

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| Priority area 2 |
| Description of priority area:  **Fundraising discussions** |
| What actions were taken to address the priority?  **Several members of the PPG suggested methods of fund raising and this will be discussed once a list has been made of priority areas required for fundraising.** |
| Result of actions and impact on patients and carers (including how publicised):  **This will be put on the practice website.** |

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| Priority area 3 |
| Description of priority area:  **Telephone access and ability to speak to a doctor on the phone:**  . |
| What actions were taken to address the priority?  **Actions that were taken to address this priority CFEP survey looked at the satisfaction with telephone access and was discussed with the group and actions were taken to inform patients of the availability of online booking of both appointments and telephone consultations with a GP.** |
| Result of actions and impact on patients and carers (including how publicised):  **This was advertised on the website and also information put in the waiting room for patients to become more aware of its availability**  Priority Area No. 4 – Online prescribing  Actions taken to address this priority information was publicised on the website regarding the last CFEP survey results of the additional 6 questions and the results of actions and impact on patients and carers were publicised on the website and posters in the waiting room giving information on online prescribing services was added. |

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):

**See minutes of PPG meetings from 14 11 16 and previous meetings.**

**There have been steps taken to address Hill Barton Surgery premises decorating as well as communication and feedback within the PPG, fundraising and information sharing regarding access, GP appointments, online ordering and online booking of appointments.**

1. PPG Sign Off

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| Report signed off by PPG: YES/  Date of sign off: 14 11 16 |
| How has the practice engaged with the PPG:  **See minutes of PPG meeting 14 11 16** |