

# Annex D: Standard Reporting Template

Kent and Medway Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Lonsdale Medical Centre

Practice Code: 82768

Signed on behalf of practice:

Date:

Signed on behalf of PPG:

Date:

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: Face to face, Email, Other (please specify): <b>face to face &amp; email</b>												
Number of members of PPG: <b>6 (committee)</b>												
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:								
%	Male	Female		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	3121	3268		Practice	1322	394	487	1121	1091	919	594	461
PRG	3	3		PRG				2		2	2	



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:

**Leaflets and information about the PPG have been displayed on: dedicated PPG noticeboard in the waiting room, electronic scrolling display in the waiting room, Lonsdale Medical Centre website, new patient leaflet.**

**To attract specific groups ie, Eastern European patients and 'carers' dedicated notices have been displayed on the waiting room notice board, electronic scrolling display, the website and flyers printed and left at reception.**

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 number of eastern European patients and therefore we have recruited a new member who is Polish to represent them.**

Outline the sources of feedback that were reviewed during the year: **as an on-going concern the PPG referred back to previous questionnaires and issues that have not be dealt with yet, ie waiting room issues, disabled parking in car park, PPG notices, increasing membership of the PPG and awareness of the PPG.**

How frequently were these reviewed with the PRG? N/A

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area: **Evening talks for chronic diseases**

What actions were taken to address the priority?

**Following the last patient questionnaire including most popular topics to be discussed it was decided to organize an information evening about Diabetes. This was arranged in conjunction with the surgery specialist GP and Nurse Practitioner and Diabetes UK.**

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

**Posters and flyers were produced, distributed locally and put up in the surgery. Letters sent to all patients on the diabetic register. Emails sent to patients. The flyer was added to the website and scrolling screen in the waiting room advertising the evening in advance. This resulted in a successful evening with diabetic patients attending to gain more**

insight to their condition. A 'Q&A' session was included in the evening and patients made themselves known to surgery staff for future communication. Information including contacts and diet information for this specialist group of patients were distributed by Diabetes UK and surgery staff.

## Priority area 2

Description of priority area: **To identify and assist 'carers' in the community. To organise an evening talk from local representatives (date to be decided).**

What actions were taken to address the priority?

**A representative of Carers First was invited to talk at a PPG meeting to impart information about their work and the importance of seeking out 'carers' in the community to assist with their needs. This representative was also invited to attend monthly clinical MDT meetings held at the surgery.**

**To recruit a 'carer' to the PPG committee. Posters were displayed in the surgery to attract a volunteer from this sector. A 'carer' has now been recruited.**

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

**A 'carers' questionnaire is now on reception and in the waiting room for both existing patients and new patients. The website has a dedicated 'carers' section where relevant information is uploaded. The new patient questionnaire asks if patients are carers, which are coded as appropriate. A representative of Carers First is in regular contact with the surgery once 'carers' have been identified.**

### Priority area 3

Description of priority area: **Waiting room update and dissemination of information.**

What actions were taken to address the priority?

**A painter has been employed to re-decorate the waiting room (this was delayed from last year as the practice was looking for new premises)**

**A new patient leaflet is an on-going project – local businesses have been contacted to ascertain their initial interest in contributing to this for production costs**

**A raffle was held to raise money for surgery equipment. It was discussed at a PPG meeting and agreement was made to purchase perspex leaflet display units for the waiting room**

Result of actions and impact on patients and carers (including how publicised): **The waiting room will be better organized for important information, both clinical and social.**

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):

**During the last year we have increased the number of newsletters so that patients are aware of issues arising in the surgery, such as new GPs and other staff members.**

**We have increased the use of the dedicated noticeboard for the PPG in the waiting room to recruit new members for the PPG committee and advertise events such as the Diabetes evening.**

**Making patients aware of the PPG is an on-going concern therefore the group regularly discusses new ways of increasing awareness.**

**Website awareness – usage has increased as posters and leaflets have made patients more aware, therefore more online booking of appointments and repeat prescriptions via EPS.**

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20.03.15

How has the practice engaged with the PPG: **emails, phone contact and meetings**

How has the practice made efforts to engage with seldom heard groups in the practice population? **Recruitment of patient who is Eastern European, has close links with the local Polish population and who can disseminate information to this group.**

**Recruitment of 'carer' (recently) who will be able to represent this group within the practice.**

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

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? **More patients are known to Carers First and therefore receiving assistance.**

Do you have any other comments about the PPG or practice in relation to this area of work? **The chair of the PPG appears to be inundated with documentation from the CCG and feels anxious about the expectation of the PPG now and in the future.**