

## Annex D: Standard Reporting Template

Taken from; GMS Contract 2014/15, Guidance and Audit requirements, NHS England Gateway reference: 01347

East Anglia Area Team  
2014/15 Patient Participation Enhanced Service Reporting Template

Practice Name: Trumpington Street Medical Practice

Practice Code: D81013

Signed on behalf of practice: *Wendy Manley* Date: 12.3.15

Signed on behalf of PPG/PRG: Date:

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

Does the Practice have a PPG? YES / NO	Yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Email
Number of members of PPG:	64

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	54.6%	45.4%	Practice	12.18%	36%	22.2%	11%	6.7%	4.7%	4.1%	2.9%
PPG	39%	61%	PPG	0	12.5%	17.1%	32.8%	15.6%	23.4%	15.6%	3.1%

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	47.3%	0.9%		23%	0.3%	0.6%	2.6%	1.8%
PPG	82.8%	1.56%						

	Asian/ Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	3%	0.9%	0.1%	10.6%	4.9%	1.9%	0.2%	0.1%	0.5%	1.2%
PPG				4.68%	10.93%	1.56%				

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 still continue to promote the patient participation group on both sites via posters in reception and waiting areas. We also have a link on our practice website for patients to complete the form online.**

<http://www.trumpingtonstreetmedicalpractice.co.uk>

**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 (Lesbian Gay Bisexual Transgender) community? YES**

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

**We continue to have a high student population and inform the students at registration about the group and during Fresher's week and again last year put more posters up to promote it. We do inform all who register with the practice about the group. We are registering a considerable number of new patients moving into the new development in**

**Trumpington. The development has a large number of social housing and young families and this will be a group for the future to target to join the practice participation group. When our new premises are available and the branch surgery moves we hope to make our virtual patient group face to face as we will have space and facilities to undertake this.**

## **2. Review of patient feedback**

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

**NHS Choices feedback  
CQC report  
GP questionnaire report**

**How frequently were these reviewed with the PPG?**

**Annually**

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area:

**Advice for the elderly about contacting GP sooner rather than later**

What actions were taken to address the priority?

- a. **In-house posters and practice website**
- b. **Message on repeat prescriptions**
- c. **Clinician awareness to discuss with patients attending routinely**



For older patients  
and patients with con

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

**The impact on patients and carers will be to feel able to contact the GP or Out of Hours services at an early stage rather than waiting until they are more unwell and might require admission. Posters are displayed in the practice and on the website.**

**Results would come from patient feedback over the next few months.**

#### Priority area 2

Description of priority area:

**Longer appointments for patients with complex needs**

What actions were taken to address the priority?

- a. Improve in-house posters and practice website**
- b. Reception training to make more aware of patients with complex needs who would benefit from a longer appointment**

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

**The impact of patients and carers will enable them to feel confident that they have the time available to discuss their health and wellbeing needs and to be better able to self-manage their health care.**

**Results would come from patient feedback over the next few months.**

### Priority area 3

Description of priority area:

**Improve confidentiality at reception**

What actions were taken to address the priority?

- a. Clear notices to respect the confidentiality of patients at the desk and to keep appropriate distance.**
- b. Clear notices for patients to ask to speak to staff in confidence**
- c. Reception training to be more conscious of the patient's needs to speak in confidence.**

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

**The impact on patients and their carers will be that they can be confident that the whole team is aware of and adheres to the code of confidentiality. They can feel enabled to ask to speak to staff away from reception.**

**Results would come from patient feedback over the next few months.**

#### **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):

**Our aim was to increase the awareness of online services provided by the practice. Our survey showed that a large percentage had access to the internet but were not aware of the services offered by the practice.**

**We have seen an increase in SystemOne Online users to 6% of the practice population.**

**We will continue to promote this service.**

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

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?