Annex D: Standard Reporting Template

Durham Darlington Tees Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Carodoc Practice

Practice Code: A83042

Signed on behalf of practice: Date: 23.2.15

Signed on behalf of PPG: Date:23.2.15

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

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| Does the Practice have a PPG? YES / NO Yes | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) Face To Face | |
| Number of members of PPG: 6 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 2435 | 2515 | | PRG | 2 | 4 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 868 | 523 | 589 | 591 | 821 | 635 | 512 | 411 | | PRG |  |  |  |  |  | 2 | 4 |  | |
| 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 | 4691 | 2 | 0 | 8 | 1 | 4 | 3 | 0 | | PRG | 6 | 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 | 4 | 1 | 0 | 4 | 5 | 1 | 0 | 0 | 0 | 0 | | PRG | 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: | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year: March 2015  Friend and Family Feedback, NHS Choices |
| How frequently were these reviewed with the PPG? Monthly |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: Care in the Home/Community. The PPG tell us that the feedback they received is that patients who have long term conditions or who are elderly have a strong preference for additional clinical input at home as opposed to being admitted to hospital |
| What actions were taken to address the priority? The Practice has been awarded additional funds as part of a national scheme for 2 years to appoint staff directly in addition to the compliment of community staff. Therefore the Practice is part of locality wide Scheme that provides additional nursing through a scheme called Vulnerable adults wrap around service. |
| Result of actions and impact on patients and carers (including how publicised): . |

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| Priority area 2 |
| Description of priority area: Confidentiality for patients in reception. The Practice conducted an assessment of confidentiality in April 2014. Based on this and substantive feedback the PRG has selected this as a priority. The reception counter has been open plan since it opened in 2000. This meant that conversations with patients or staff regarding confidential matters were at risk of being overheard in reception. The seating was arranged in such a way that it was in close proximity of the reception counter. |
| What actions were taken to address the priority? The Practice has now enclosed the reception in a glazed screening with sliding windows. The seating arrangement has permanently altered to create space between patients and the Reception. |
| Result of actions and impact on patients and carers (including how publicised): All actions have been taken in this respect. There is also a confidentiality window. Patients happy with new arrangements. |

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| Priority area 3 |
| Description of priority area: Improving the DNA rate for GP’s at the practice. Evidence presented to the PRG demonstrated that the number of missed appointments is equivalent to 1 GP clinic per week. This was selected as a priority for the PPG. |
| What actions were taken to address the priority? Weekly DNA figures to be displayed in the practice and on the practice website. The creation of a staff notice board displaying information/pictures of the GP’s. |
| Result of actions and impact on patients and carers (including how publicised): There appears to be a greater awareness from patients regarding these issues. |

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):

We have participated since April 2013. The patient group confirm that this forum is actively seeking ideas and acting upon them for the benefit of the practice.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 20.2.15 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population? We have attended the Parish Council, which includes a cross section of our patient population.  Has the practice received patient and carer feedback from a variety of sources? Yes, FFT and NHS Choices etc.  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? Yes, as evidenced in this plan  Do you have any other comments about the PPG or practice in relation to this area of work? We believe the practice PPG is a valuable part of the practice. |