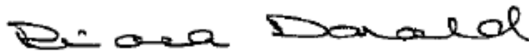


Annex D: Standard Reporting Template

Thames Valley Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Long Furlong Medical Centre

Practice Code: K84079

Signed on behalf of practice:  Date: 31/03/15

Signed on behalf of PPG: not available for signature: Rosemary Allan Date: 31.03.15

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Email																																					
Number of members of PPG: 34																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>4760</td> <td>4304</td> </tr> <tr> <td>PRG</td> <td>12</td> <td>21</td> </tr> </tbody> </table>	%	Male	Female	Practice	4760	4304	PRG	12	21	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>2310</td> <td>989</td> <td>1067</td> <td>1174</td> <td>1449</td> <td>1119</td> <td>629</td> <td>343</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>1</td> <td>2</td> <td>5</td> <td>11</td> <td>9</td> <td>5</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	2310	989	1067	1174	1449	1119	629	343	PRG	0	0	1	2	5	11	9	5
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Detail the ethnic background of your practice population and PRG: Breakdown of ethnicity not available but as declared in our annual report the majority of our members are white British.

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice								
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG										

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:

All patients joining the practice are informed of the PPG and asked to provide contact details if they wish to join. Ongoing membership is encouraged via our website, patient surveys and newsletters.

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:

We have 600+ male boys aged between 13-18 at our local boarding school. Each year we seek representation from them to join the group.

2. Review of patient feedback

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

Verbal and written feedback including:

- Positive / Praise
- Complaints
- Surveys

How frequently were these reviewed with the PRG?

Annually.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Increase the number of appointments available on line and make the rota available further in advance (max of 6 weeks).

What actions were taken to address the priority?

This was actioned with immediate effect and will be diarised in the practice to ensure that patients can book their appointments up to 6 weeks in advance.

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

Not noticeable but advertised via our annual report.

Priority area 2

Description of priority area:

In future make every effort to contact those patients who may be directly affected by any changes that are to be made in the practice.

What actions were taken to address the priority?

Implemented with immediate effect. Personal letters to be sent to patients who may be affected by change in the practice.

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

Newsletters published more frequently. As above – personal letters when necessary.
Annual report.

Impact: increased administrative work in practice but improved communication with patients.

Priority area 3

Description of priority area:

The next Practice Newsletter will focus on IT services in the NHS.

What actions were taken to address the priority?

Published by June 2014

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

Newsletter circulated via automated sign up from our website so captures a significant number of our patients. Copies also available in reception. Annual Report.

Impact: not noticeable.

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):

- Improved Access for Disabled Patients and Improved the Grounds and Car Park:
- Made changes to the waiting room by providing a better selection of magazines, a child friendly area and improve notice board displays.
- Increased the number of appointments available on line and made the rota available further in advance (max of 6 weeks).
- Published regular newsletters and used our website to announce changes in the practice
- Opportunistically offer flu vaccine during normal consultations and ran a much improved flu clinic in autumn 2014.

4. PPG Sign Off

Report signed off by PPG: NO – member not available for sign off but PPG members received the survey results, annual report and influenced the action plan prior to 31/03/15

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?