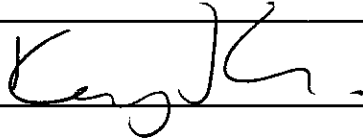


Annex C

**Arden, Herefordshire and Worcestershire Area Team  
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Holbrooks Health Team

Practice Code: M86032

Signed on behalf of practice: 

Date: 30/3/15

Signed on behalf of PPG: \_\_\_\_\_

Date: \_\_\_\_\_

**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) Both face to face and email												
Number of members of PPG: 13 – Face to face												
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	5905	5866		2688	1249	1980	1635	1536	1033	773	877
	PPG	6	7					1	4	4	2	2

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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								
PPG	8	1						

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG	2	1					1			

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:

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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:

**2. Review of patient feedback**

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

Patient questionnaires and leaflets

How frequently were these reviewed with the PRG?

At every meeting held quarterly.

## Annex C

### 3. Action plan priority areas and implementation

<b>Priority area 1</b>
Description of priority area: FFT
What actions were taken to address the priority? Asking patients to complete Friends and Family Test, particularly given why this data is important to the practice.
Result of actions and impact on patients and carers (including how publicised): In-house data does <u>not</u> reflect national data. Patients are reporting higher than average levels of satisfaction generally.

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Priority area 2
<p>Description of priority area:</p> <p>Access appointments.</p>
<p>What actions were taken to address the priority?</p> <p>We had a high number of patients who are not happy with changes in GP's. GP's have retired / reduced hours and this has meant that seeing a GP of choice is not really an option.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patient group understanding this but felt we needed to published more to other patients. Information around the building and on the patient information screen.</p>

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<b>Priority area 3</b>
Description of priority area: Access - Telephones
What actions were taken to address the priority? Last year we employed more staff and added more telephone lines. This <u>did not</u> improve patient perception. We therefore decided to remove work <u>blocking</u> lines this year.
Result of actions and impact on patients and carers (including how publicised): Patient meetings- Website – Around the buildings. Patient group approved this initiative reluctantly.

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**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):

None outstanding.

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4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

Has the report been published on the practice website? YES/NO

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?



## **Annex C**

Please return this completed report template to the generic email box – [england.ahwat-pc@nhs.net](mailto:england.ahwat-pc@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.