

# Annex D: Standard Reporting Template

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

Practice Name: **Dykes hall Medical Centre**

Practice Code: **C88045**

Signed on behalf of practice: *BA Bannister* Date: **24.3.15**

Signed on behalf of PPG: **J Wortley** Date: **25.3.15**

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: <b>Face to face, Email</b> , Other (please specify) <b>Royal Mail if only option</b>
Number of members of PPG: <b>15</b>

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4713	5017
PRG	5	10

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1725	936	1307	1232	1550	1119	950	908
PRG			4	1	4	2	2	3

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	8936	14		449	58	19	6	15
PRG	15							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	12	6	2	18	79	11	23	9	12	61
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:

We Have advertised in the waiting room, website and on prescriptions, Doctors and nurses have asked the patients to join the group and we have sent information when responding to complaints, suggestions etc

We are re-launching this campaign again this year (as per 2015 action plan) in the hope that we can recruit new members and also some members that fit into one of our ethnic minority groups as their feedback is as valuable as everyone else's but we struggle to get them to participate

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? **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:

**Suggestion boxes in the waiting room**  
**On the spot feedback from patients**  
**Patient Survey**  
**Telephone conversations with patients**

How frequently were these reviewed with the PRG? **3 monthly**

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><b>Patients would like to know who they are speaking to both on the telephone at the reception desk</b></p>
<p>What actions were taken to address the priority?</p> <p><b>Staff asked to give their names when answering the telephone Staff badges still to be organised due to new staff joining</b></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><b>Patients now can identify who they are speaking to, if there is an issue or they need to come back to us they can ask for the person who has previously dealt with them if they chose to Gives a more personal feel to the patients</b></p>

## Priority area 2

Description of priority area:

**Seating at Deer Park Health and safety issue**

What actions were taken to address the priority?

**The seating at Deer Park was in need of repair, two parts were ripped - two complete sections removed and recovered**

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

**Seating can now be kept clean  
No rips, therefore, nowhere for germs to breed  
Seating now conforms to Health and Safety/CQC Regs**

Priority area 3

Description of priority area:

**Confidentiality in reception**

What actions were taken to address the priority?

**Bollards to ensure patients stand back at reception and allow only one patient at the desk at one time**  
**Confidentiality Training for Reception Staff**

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

**Bollard in waiting room with a message asking patient to wait until it is their turn at the desk, allowing space for patient being dealt with so confidential information not overheard**  
**Re trained staff – less confidential information discussed**

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):

**Appointment system to adjusted to allow patients to pre book appointments one month in advance**

**New telephone and tannoy system installed**

**More staff answering calls between 8.30 and 9.00am**

**Number of incoming lines increased**

4. PPG Sign Off

Report signed off by PPG: YES **J Wortley**

Date of sign off: 25.3.15

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? **yes**

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? **yes**

Do you have any other comments about the PPG or practice in relation to this area of work? **The PPG gives a wider perspective on issues, however we are constantly trying to encourage a wider variety of people to join**