Thames Valley Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **28 Beaumont Street**

Practice Code: **K84080**

Signed on behalf of practice: Dr Matthew Easdale Date: 20th March 2015

Signed on behalf of PPG: S Feneley S Imerson Date: 20th March 2015

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

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| Does the Practice have a PPG? **YES** | |
| Method of engagement with PPG: Face to face, Email, Other (please specify**) Face to Face and Email and post** | |
| Number of members of PPG: **17** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 2509 | 2250 | | PRG | 4 | 13 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 372 | 1540 | 1161 | 538 | 410 | 301 | 250 | 187 | | PRG | 0 | 5 | 2 | 1 | 2 | 3 | 3 | 1 | |
| 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 |  |  |  |  |  |  |  |  | | PRG | 15 |  |  |  |  |  |  | 1 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice |  |  |  |  |  |  |  |  |  |  | | PRG |  | 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:  **Patients are invited via Website; notices in waiting rooms, colleges are approached. Via new patient registration forms. Student welfare groups invited** | |
| 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  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  **Yes we have a large population of students who are approached via the Colleges through email. This is also advertised at College Registration. Student welfare groups invited.** | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **Discussion at PPG meeting was had regarding disabled ramp for the rear of the surgery/refurbishment of surgery/hearing loop/music/PPG noticeboard. Feedback at following meetings and via minutes posted on website and PPG notice board.**  **Feed back to patients is done via website, posted on PPG notice board and meetings** |
| How frequently were these reviewed with the PRG?  **This has been discussed at the last 2 PPG meetings** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  **PPG raised the need for disabled ramp.** |
| What actions were taken to address the priority?  **PM made enquires made to companies and action to raise funds for required ramp.** |

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| Priority area 2 |
| Description of priority area:  **PPG raised the need for refurbishment of surgery – re-carpeting** |
| What actions were taken to address the priority?  **PM made enquiries and new carpet fitted to entrance, hall and stairs** |
| Result of actions and impact on patients and carers (including how publicised):  **Patients extremely pleased with results – many pleasing comments made. Publicised via website and PPG minutes and very obvious when patients attended.** |

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| Priority area 3 |
| Description of priority area:  **Comment on regarding sound proofing. Patients have reported they can sometimes hear muffled consultations of other patients. Suggestion was for music to be put through surgery** |
| What actions were taken to address the priority?  **To be discussed at PPG meeting 18th February 2015** |
| Result of actions and impact on patients and carers (including how publicised):  **Awaiting discussion** |

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):

**Previous years it has been noted that the surgery was in need of updating and refurbishment, this has been ongoing and the decoration is now near completion. There was also a need for many years for a disabled ground floor toilet and baby changing facilities and this has also now been completed to a very high standard along with an up to date ground floor consultation room. The PPG requested their own noticeboard which is on the ground floor hall wall. They requested details and numbers for help groups which have been posted on noticeboard. PPG suggested the need for a hearing loop and this is now functioning in reception.**

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 20th March 2015 |