

# Standard Reporting Template

Devon, Cornwall and Isles of Scilly Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: St Agnes Surgery

Practice Code: L82054

Signed on behalf of practice: Liz Thierens

Date: 19.2.2015

Signed on behalf of PPG: Di Profaska

Date: 24.2.2015

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 and email											
Number of members of PPG: Nine plus one who has just applied											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	48	52	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	27	73	Practice	18.1	6.7	10	13.3	14.1	13.7	13.3	10.8
			PRG	0	1		1		4	4	

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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								

St Agnes has a population of 99% white British and the other groups are too small to have a percentage

	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:

- Initial recruitment inviting patients included in all social and ethnic groups**
- Recent advertisement particularly targeting younger people in newsletter and on website**
- Recruitment by existing members targeting younger age groups**

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:

Patient questionnaires similar to Friends and Family test by the PPG members in the practice. Friends and Family Test available on-line and in the waiting room. Suggestion box always available.

How frequently were these reviewed with the PRG?

Quarterly

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Appointments</p>
<p>What actions were taken to address the priority?</p> <p>Constant monitoring of appointment system Constant reminders to patients about how to book appointments and of opening hours Increased pre-bookable appointments from one month to two months</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>More convenient for patients who need advance appointments as they do not need to remember to book if appt is more than four weeks in advance Publicised in newsletter and patients informed by clinical and admin staff</p>

## Priority area 2

Description of priority area:

Communication with patients re services offered

What actions were taken to address the priority?

Each newsletter has a list of services offered by the practice including minor injuries, as unnecessary A&E and hospital attendances were addressed.

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

A better informed patient population

### Priority area 3

Description of priority area:

Health education and patients taking responsibility for their diseases

What actions were taken to address the priority?

We are in the process of setting up a series of health education talks at the practice eg diabetes, COPD, sexual health education targeting young people particularly, mental illness etc

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

It is still in the early stages and so far the topics have been discussed and ways of accessing speaker, setting up workshops etc

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):

Instigation of newsletter including publication in the local Bolster paper  
Installation of electronic doors to both surgeries  
Calling system at our branch surgery at Mount Hawke  
More information displayed on our 'ticker tape' calling system

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

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?

Via direct questionnaires by PPG in hard to reach groups of the practice population, ie patients who don't attend often

Has the practice received patient and carer feedback from a variety of sources?

Questionnaires, suggestions, via email

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?

More information available in more areas

Appointments pre-bookable eight weeks ahead instead of four gives more flexibility

Do you have any other comments about the PPG or practice in relation to this area of work?