

# Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team  
2016-2017 Patient Participation Enhanced Service – Reporting Template

Practice Name: Kings Park Surgery

Practice Code: Y02973

Signed on behalf of practice:  Date: 22/03/17.

Signed on behalf of PPG: P Birch Date: 22/3/17

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) Monthly meetings, face to face and Emails, leaflets inside registration packs, own PPG website , section in practice website , posters in practice , details on NHS Choices website. on every prescription ,
Number of members of PPG: 10

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 African	White & Asian	Other mixed	
Practice	1959	89	65	2349	75	83	54	1409
PRG	9							

	Asian/Asian British				Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Any other
Practice	269	82	38	100	148	250	69	138	4
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:

- Invite to join the PPG is in every adult registration pack
- Verbal invites made to many patients especially targeting ethnic minority patients
- Open invites on practice and PPG group website for all patients to join and attend PPG Meetings
- Poster inviting ethnic minorities to join PPG in patient waiting area
- In order to engage and raise awareness to all our patients our PPG has arranged patient engagement action days throughout the year.

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:

We have a small travellers community and we have verbally invited them to attend.

## 2. Review of patient feedback

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

During the year our PPG Group runs health awareness campaigns which raises the profile of our PPG.

This provides valuable feedback for both patients on staff on how our services are being run. During the past year our PPG has run the following activities at the surgery where we invited outside speakers to attend the practice and raise awareness of their services. Members of our PPG are present at these events and run them independently.

Our PPG members also attend local CCG meetings and give feedback to the practice.

- Easter Raffle
- Macmillan coffee morning
- Garden Project – The PPG bought several large planters which are to be placed around the practice grounds and maintained by the patients, the planters will be filled with sensory plants.
- British Heart Foundation
- St Francis Hospice
- Letters regarding DNA

Our patients are actively invited to put feedback on NHS Choices and this is outlined in the welcome letter enclosed in every registration pack. All last year our patients were invited to complete in house surveys each month to ascertain how are patients were feeling about our services and we acted on their suggestions or gave feedback regarding the service. Our patients are now asked to actively take part in the friends and family test and patient comments are published in the practice. Our PPG has its own website which encourages patient feedback

3. Action plan priority areas and implementation

**Priority area 1**

Description of priority area: Improving Online Access Garden Improvement Plan – The PPG has been working in conjunction with staff to increase the amount of patients accessing online services.

What actions were taken to address the priority?

<b>Priority Area</b>	<b>Actions</b>	<b>Who does this?</b>	<b>Deadline</b>
<b>Online Access</b>	<b>Awareness days</b>	<b>PPG / staff</b>	<b>Ongoing</b>

PPG involved with improving online access for our patients in conjunction with the CCG. Currently running at 27 % of patients using service.

**Priority area 2**

Description of priority area:

Planters around practice

What actions were taken to address the priority?

<b>Priority Area</b>	<b>Actions</b>	<b>Who does this?</b>	<b>Deadline</b>
Five additional planters have been purchased	They will be filled with summer plants	PPG	Ongoing

We now have several medium planters and two large planters around the practice, some have shrubs and some will be planted with summer bedding plants once the danger of frost has passed.

Our first batch of planters have now been filled by the PPG and patients and have really enhanced the site, we now have two further planters

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

The Garden Improvement Plan is designed to improve the patient journey within the Polyclinic for the patients attending Kings Park Surgery and those using the walk in centre, outpatient clinics, x-ray facilities and onsite pharmacy.

Motivate patients to take ownership of the centre

Enhanced staff, patient and local community relationship –

The planning for the garden improvement plan has been minuted and documented in the PPG meeting minutes which are available in the practice waiting area.

Description of priority area:

**Bench in memory of past PPG Chair**

What actions were taken to address the priority?

<b>Priority Area</b>	<b>Actions</b>	<b>Who does this?</b>	<b>Deadline</b>
<p><b>Bench in memory of past PPG Chair</b></p>	<p>Discussed in PPG meetings</p> <p>Bench purchased in memory of past PPG Chair</p>	<p>PPG Group</p>	<p>Completed</p>

The PPG decided to purchase a bench and place it outside the surgery for patient use. There will be a name plaque for the our previous chair who sadly passed away.

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):

Priority Area	What action has been taken?	Who is responsible for this?	What action still needs to be taken?	Deadline
Education Workshops	During the Year the PPG arranged for educational workshops in the practice waiting area	PPG	Ongoing programme – The PPG aim to invite a group in every month	Ongoing
Garden Project	Planters ordered and purchased from The Cellar Trust which is a workshop for adults with disabilities	PPG / patients and staff	Planters to be located	Spring 2015 – completed
Outing for children registered at the practice	Started practice garden Planted climbing roses and honeysuckle A group of 20 children were invited to the local theatre to attend the pantomime	PPG / patients and staff PPG / patients and staff PPG / patients and staff PPG / patients and staff PPG	Posters to encourage patient involvement	Ongoing Spring 2015 completed Jan 2015 completed

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 22.03.2017

How has the practice engaged with the PPG: The PPG has held monthly meetings which a member of the practice team attends .

How has the practice made efforts to engage with seldom heard groups in the practice population? **YES**  
We have verbally invited patients and have posters inviting ethnic minorities to join our PPG

Has the practice received patient and carer feedback from a variety of sources? **YES** , we conduct monthly surveys and have the Friends and Family Cards available to all patients.

Was the PPG involved in the agreement of priority areas and the resulting action plan? **YES** , our PPG arranged and implemented all of the action plan with the support of the practice staff.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

- Ongoing educational events have been very informative – we have registered many new patients onto the organ donor scheme due to out events
- Improvement to working environment for both staff and patients with a reduction in abusive / threatening behaviour due to PPG awareness posters and campaign, ongoing from 2015
- Improvements to the grounds and gardens with the Garden Improvement Plan

Do you have any other comments about the PPG or practice in relation to this area of work? Our PPG will continue to engage with the practice and assist with practice development.