

Annex D: Standard Reporting Template

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

Practice Name: 242 Wexham Road Surgery

Practice Code: K81005

Signed on behalf of practice: DR Sithirapathy

Date: 30.3.2015

Signed on behalf of PPG: Mr Amrik Banse

Date: 30.3.2015

- 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): Face to face																																												
Number of members of PPG: there are currently 9 members. (6 new members and 4 dropped out from last year)																																												
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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:

The steps taken are by the practice clinicians who verbally ask a mixed group of patients to join the PPG group. Advertisements have been place in surgery in forms of posters, prcatice website and by word of mouth.

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:

Our populatoin consists of a young population and we have tried to reach out to the group of youngsters i.e(students) through the website making it more proactive for them to use and encouraging them to feeback to the surgery, on how we can imporve our services, by asking them to join our PPG.

- Review of patient feedback

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

Patient survey, national patient survey, DNA audits and FFT.

How frequently were these reviewed with the PRG?

Four times

- Action plan priority areas and implementation

- Priority area 1

Description of priority area:

Patient access (appointments)

What actions were taken to address the priority?

The national and in-house patient survey.
PPG discussions on how to improve patient access.

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

This resulted in to patient online access for appointments, repeat prescription and viewing medical summary, as of the 23rd March 2015. posters have been put up in the suregry waiting room, as well as information on the practice webiste. The reception team have also been encouraging patients to use the new service.

- Priority area 2

Description of priority area:

How to reduce DNA rate.

What actions were taken to address the priority?

DNA audits were carried out in the practice quarterly, this information was discussed at a publicly organised PPG meeting amongst other practices.

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

Our local CCG have introduced IPlato text messaging service, to send reminder text messages to patients a day before their scheduled appointment. this has been largely publicised with the help of our local CCG, as well as information in the practice.

- Priority area 3

Description of priority area:

Patient feedback and walk in clinic for under 16yrs.

What actions were taken to address the priority?

The PPG felt it is important to understand patient needs and encourage suggestions to better their primary care.

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

A suggestion box has been fitted with a lock in the waiting area to encourage this activity.
A walk in clinic is now available for children under 16yrs after school hours, this is to

help parents
to have their child seen in time of need. These clinics are to run twice a week on a
Tuesday
and Wednesday for one hour each.
Information on this can be found on the practice website as well as in house
posters.

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):

- PPG Sign Off

Report signed off by PPG: YES: Mr Amrik Banse

Date of sign off: 30.3.2015