

## Standard Reporting Template

NHS England (Wessex)  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Raymond Road Surgery

Practice Code: J82126

Signed on behalf of practice: Dr Stuart Robinson

Date: 31.03.15

Signed on behalf of PPG: Patient representative

Date: 31.03.15

### 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) Face to face meeting held at the surgery
Number of members of PPG: 17 patients

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	51%	49%
PRG	17%	83%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	21	13	18	31	12	10	7	8
PRG	0	5	0	17	23	6	30	12

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								

	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:

The practice does not routinely record ethnicity of our patients therefore we are unable to compare this to the PPG.  
The practice has posters in the waiting room, information in our practice leaflet and on our website stating how patients can join the PPG and become involved in the group.

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:

We have had face to face meetings with members of the patient participations group. We have had an evening meeting and afternoon meeting to allow for as many patients to be involved a possible

How frequently were these reviewed with the PRG?

Two meetings held with members of the PPG dates of which were 08.05.14 and 06.11.14

### 3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 451 589 483">Description of priority area:</p> <p data-bbox="203 523 2033 595">The group were concerned that there was nowhere confidential to talk to reception if patients didn't want to be overheard by other patients at the desk.</p>
<p data-bbox="203 748 887 780">What actions were taken to address the priority?</p> <p data-bbox="203 820 2018 932">We are unable to provide a confidential area at reception due to the lay out of the practice however we have put up a notice to inform patients that they can ask to speak privately to a receptionist if they wish and we will take patients into a consulting room away from the reception area where they cannot be overheard.</p>
<p data-bbox="203 1120 1312 1152">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1192 1346 1224">Notice in reception to inform patients they can speak privately to the receptionist.</p>

## Priority area 2

### Description of priority area:

Patties were often unclear what action they should take after a consultation

### What actions were taken to address the priority?

We have introduced a slip that will be used for certain patients to direct whether patients should book and appointment, a blood test or further appointment with the nurse. This makes it clearer for the patient and eases the workload of reception.

See appendix 1

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

Less confusion for patients and carer and made gives clear instructions to reception team enabling then to ensure the patients has the correct appointment and care

### Priority area 3

#### Description of priority area:

The notice board in the waiting room is cluttered and muddled.

#### What actions were taken to address the priority?

We have taken steps to tidy the notice board in the waiting room and make it clearer and more informative for patients

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

We now have a tidier notice board for with clearer information for patients.

## 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):

We have previously discussed our new clinical system EMIS Web, data sharing and the Hampshire Health Record.

A patient survey was performed and the results of which were discussed with the group and any ways we can improve on the service we offer

We have introduced repeat dispensing and electronic prescribing to the group.

Members of the group will be happy to attend the surgery during a CQC inspection

We asked the members of the group to suggest the question for the friends and family test. The suggestion was “If you could change anything what would it be?”

We have varied the time of the meeting to enable patients to attend if they have work or other commitments and are unable to attend meetings during the day.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 31.03.15

How has the practice engaged with the PPG: Yes

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? Friends and family test, face to face meetings

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?

Appendix 1

- Please see Nurse for blood pressure check in 3 – 4 weeks
- See Nurse for spirometry with reversibility
- Please hand in urine sample for full urine dipstick
- See Nurse with urine sample in 4 weeks to rule out ongoing blood blood
- Please have a chest x-ray at the Royal South Hants Hospital
- To have blood test either at the surgery or at the General Hospital, Hospital,  
Monday to Friday, 8 a.m. to 4.45 p.m  
Fasting  Non-fasting
- To see Nurse for routine review/health check
- To have chest x-ray done at the Royal South Hants Hospital as a walk-in patient, Monday to Friday 9 a.m. to 3 p.m.

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Please change details at the front desk or update details at the front desk  
front desk

To see me routinely in approximately          weeks

Please leave a message for our secretary regarding a fax number  
number  
about any private referral

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