

# Annex C: Standard Reporting Template

Schedule M

Hertfordshire and South Midlands Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Archway Surgery

Practice Code: E82643

Signed on behalf of practice:

Date: 30.03.15

Signed on behalf of PPG:

Date: 30/3/15

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

(Component 1)

Does the Practice have a PPG? YES /NO											
Method of engagement with PPG: Face to face, Email, Other (please specify) Email											
Number of members of PPG: 10											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	40	60	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG			Practice				10	20	10	30	30
			PPG								

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	2282	16		74	8		4	5
PPG	7	1		1				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	10	2	1	2	23	5		2		11
PPG	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:

The PPG is available to all of our patients and is advertised on our website, waiting room and new patient questionnaires.

Our clinical team encourage patients to join the PPG and/or use NHSChoices to share their views.

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:

## 2. Review of patient feedback

(Component 2 – 30% of payment)

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

Verbal feedback and patient survey.

How frequently were these reviewed with the PRG?  
Annually as a new group

### 3. Action plan priority areas and implementation

(Component 3 – 30% of payment)

Priority area 1
<p>Description of priority area:</p> <p>Decoration of the Practice</p>
<p>What actions were taken to address the priority?</p> <p>The surgery employed a local team to address the lighting, painting and decorating required at the practice.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The majority of the practice has been decorated and the final areas are being addressed over the upcoming months. This work has been completed at the weekends to ensure the minimum impact possible to our patients.</p> <p>The initial verbal feedback is very positive.</p>

## Priority area 2

### Description of priority area:

Notice Boards – Some patients fed back that the surgery required clearer information on the notice boards.

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

Following the decorating, all the notice boards were taken down and reformatted. Each of the four notice boards display a clear theme currently: Carers, Weight Loss, Mother and Child and Support and relationships. These boards are photographed and added to the Self Care Aware folder.

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

Our patients have shared several positive responses regarding the improvement to the appearance of the information boards. Information is now clearer and easier to find. A patient has expressed how pleased they are to know they can have a slimming world referral on the NHS.

### Priority area 3

Description of priority area:

Advertising of online services

What actions were taken to address the priority?

The practice has advertised the vast information available on our website. Patients are reminded at every opportunity that there have been online services available for appointment booking and prescription requests for some time now.

The practice has also advertised the Archway Surgery Facebook page which shares health information.

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

A greater number of patients have signed up to the online services and there has been an increase in NHS Choices comments. The surgery will continue to encourage patients to utilise the online services for their convenience.

#### 4. Progress on previous years

(Component 4 – 40% of payment)

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Archway Surgery has now addressed all the issues raised from all of the previous questionnaires. Seating, displays and decoration have now all been improved and the surgery continues to listen to our patients in and out of the PPG to improve our service and surroundings.

#### 5. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 30.03.15

Has the report been published on the practice website? YES/NO

Please insert web-link to your report: [www.archwaysurgery.co.uk](http://www.archwaysurgery.co.uk)

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

Invitations to join the PPG are displayed around the practice and patients are invited at registration.

Has the practice received patient and carer feedback from a variety of sources? Yes in surveys.

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes feedback was actioned.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Patients have feel listened to and supported in seeking information.

Do you have any other comments about the PPG or practice in relation to this area of work? No

Please return this completed report template to [england.enhancedservices-athsm@nhs.net](mailto:england.enhancedservices-athsm@nhs.net) no later than 31<sup>st</sup> March 2015. **No payments will be made to a practice under the terms of this DES if the report is not submitted by 31<sup>st</sup> March 2015.**