

# Standard Reporting Template

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

Practice Name: Petroc Group Practice

Practice Code: L82023

Signed on behalf of practice: Ian Gibson      Date: 10<sup>th</sup> March 2015

Signed on behalf of PPG: Patricia Harvey      Date: 10<sup>th</sup> March 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: Regular meetings and individual face to face discussions																																					
Number of members of PPG: Varied during the year currently 8																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>49</td> <td>51</td> </tr> <tr> <td>PRG</td> <td>40</td> <td>60</td> </tr> </tbody> </table>	%	Male	Female	Practice	49	51	PRG	40	60	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>15</td> <td>12</td> <td>12</td> <td>12</td> <td>14</td> <td>12</td> <td>13</td> <td>10</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>12</td> <td>24</td> <td>36</td> <td>20</td> <td>8</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	15	12	12	12	14	12	13	10	PRG	0	0	0	12	24	36	20	8
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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	95%	.6%		3%	-	-	-	-
PRG	92%	8%	-		-	-	-	-

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	-	-	-	-	.1%	-	.1%	-	-	.2%
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 has not been in a position to select membership of the group and has encouraged any patient who is interested to participate. Should a larger number of patients express an interest in joining than could be accommodated then selection would be applied.

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? A significant proportion of our patient population (12%) describe themselves as Cornish. This is not reflected in the Area Team reporting template but is reflected in membership of the PPG/PRG

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: See above

## 2. Review of patient feedback

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

Face to face discussions and friends and family surveys

How frequently were these reviewed with the PRG? Bi monthly

### 3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 613 459">Description of priority area: Improve patient environment</p>
<p data-bbox="203 649 1715 719">What actions were taken to address the priority? PPG Chair engaged with local businesses to provide improved ambience – car parking markings improved.</p>
<p data-bbox="203 984 1709 1054">Result of actions and impact on patients and carers (including how publicised): Improved patient environment – not specifically publicised, attending the surgery is not a consumer choice.</p>

## Priority area 2

Description of priority area:  
Improve arrangements for requesting blood tests

What actions were taken to address the priority?  
New form designed by PPG sub-group

Result of actions and impact on patients and carers (including how publicised):  
New form in use.

### Priority area 3

Description of priority area:  
Improve accessibility of appointments

What actions were taken to address the priority?  
Pilot studies changing the 'mix' of on the day and pre-booked appointments

Result of actions and impact on patients and carers (including how publicised):  
Pilot studies are ongoing

## 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):

Communication with our patients greatly improved and a better understanding of differing perspectives gained. The group has an appreciation of the wider health system and indeed is keen to understand how the interface with secondary care can be improved.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 10 March 2015

How has the practice engaged with the PPG: The Practice meets regularly with its PPG/PRG

How has the practice made efforts to engage with seldom heard groups in the practice population? Advice from Patients Association.

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

Was the PPG involved in the agreement of priority areas and the resulting action plan? The PPG determined the priority areas

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?