

## Annex D: Standard Reporting Template

Shropshire and Staffordshire Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: DR. PATHAK & PARTNERS

Practice Code: M83127

Signed on behalf of practice: *S. Breeze* Date: 20<sup>th</sup> March 2015.

Signed on behalf of PPG: *M. Molloy (Chairperson)* 20<sup>th</sup> March 2015.

Date:

### 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, telephone, written communication.

Number of members of PPG: 12																																																																															
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<p>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:  <b>Information on the PPG is advertised on waiting room notice boards/Envisage screen/practice website with invitations for those interested in joining or needing more information to ask at reception for an application form or to speak to Sandra Breeze (Co-ordinator) Website gives information on past and forthcoming events along with requests for any ideas or suggestions from patients even if not wishing to be actively involved with the Group. Over past couple of years practice</b></p>																																																																															

has had an influx of Eastern Europeans, registering at the practice, many of whom have young children. In order to help engage with this cohort we invited the Health Visitors to request that they inform the mothers of our Group and encourage them to voice any suggestions as well as joining the PPG.

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 number of unemployed due to the economic climate in Stoke-on-Trent – and as such two of our PPG members who are within this cohort, their input has determined the themes for some of the events we have held during the past year eg 10 week free exercise class, healthy eating on a budget, free smoke alarms and fire advice.

## 2. Review of patient feedback

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

After each event the PPG arranged questionnaires were handed out to the patients visiting the stands to ask for feedback eg

1. Did you find the event informative
2. Do you think this could be improved on and if so, how
3. Are there any other themes you would like the PPG look to arranging.

The results were then analysed and discussed at the following PPG meeting, with details being published in the PPG newsletter.

How frequently were these reviewed with the PRG?

All events held in the previous 3 months were discussed at the 3 monthly PPG meetings, which coincides with our Spring, Summer, Autumn and Winter newsletters.

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Fire and safety prevention in the home.</p>
<p>What actions were taken to address the priority?</p> <p>PPG arrange for the local fire brigade to hold a stand every 3 months with leaflets and details on how to obtain a 'free fire risk assessment' in the home, including free smoke detectors.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Results of the questionnaires showed that patients found the stand to be informative and took up the offers of fire risk and smoke alarms – details of which printed in the PPG newsletter.</p>

Priority area 2
<p>Description of priority area:</p> <p>Exercise classes</p>
<p>What actions were taken to address the priority?</p> <p>PPG engaged with the WEA and organised a 10 week free exercise class held in the Cobridge Centre. This proved very successful, but funding for this proved to be a problem for this to continue. PPG Chairperson is currently looking into other funding areas in the hope that this can be reformed on a long term basis.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Questionnaires from the patients who attended the session, showed really positive feedback and all asked for this to continue. However, due to funding issues, patients were given details on other classes held locally and informed that the PPG would let them know via the newsletter should we be in a position to continue in the future.</p>

Priority area 3
<p>Description of priority area:</p> <p>Carers'</p>
<p>What actions were taken to address the priority?</p> <p>PPG arranged for a member from the local North Staffs Carers' Association to hold a stand every 3 months – information packs, details of how and what carers can apply and be entitled to.</p> <p>Each month 'What's on' poster is displayed on the PPG noticeboard informing of forthcoming events</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Questionnaires following the displays – showed once again that very often this cohort of people go unrecognised and that the work they do is invaluable – the Association aims to give them quality of life outside of their role – comments made on the questionnaires consisted of 'never knew this existed' 'am going to attend the support group' 'good that some of the events are for the carer and the cared for'</p>

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#### 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):

Following the success of a Ramadan event held for the past 3 years – PPG has continued to arrange for a stand to be held annually prior to the actual timing of Ramadan in order to stress the importance of Diabetics continuing with their medication, what type of food they should be eating, pitfalls when fasting – leaflets, samples of recommended foods along with verbal advice is given.

When practice first moved to the new Centre in Cobridge nearly 3 years ago – requests made via the PPG mainly related to:

1. Water cooler in the waiting room – request made for this to the Management Team, however declined due to Health and Safety reasons.
2. Not enough chairs in the waiting room and difficult to know where to sit in order to know which GP practice you were with – discussed with the Management Team who informed that the seating had been determined on the floor space of the room, there can be no direct division of the two GP practices, as the building was classed as a community building which gives everyone to sit where they wish.

Prior to this PPG actively involved in the proposed Services for the new Centre with the aim to provide as much as possible in a community setting.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24<sup>th</sup> March 2015.

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? *Via Health Visitors*

Has the practice received patient and carer feedback from a variety of sources? *Via questionnaires and feedback from the service providers*

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? *Patients more aware of safety within the home, carers accessing services they previously were not aware of, importance of exercise for both mental and physical wellbeing.*

Do you have any other comments about the PPG or practice in relation to this area of work? *PPG will continue to source areas from patient feedback in order to address requests. Chairperson and practice co-ordinator recently met with the co-founder of a newly formed 'North Staffs Veterans' group – which is a local organisation set up by veterans for veterans to cover the North Staffs area and is in partnership with North Staffs Combined Healthcare Trust. Their aim is to provide peer to peer support/social activities/crisis management for any veteran who may be suffering from PTSD, Anxiety, Depression, Stress or any other health issue. PPG are looking to hold an 'awareness event' on this in the next couple of months. (Poster attached)*