

Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
2016/17 Patient Participation – Reporting Template

Practice Name: Merton Medical Practice

Practice Code: H85634

Date: 31.03.2016

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

Does the Practice have a PPG? YES / NO
Yes

Method of engagement with PPG: Face to face, Email, Other (please specify)
Face to face

Number of members of PPG:

13

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.3%	50.6%
PRG	23%	76.9%

Detail of age mix of practice population and PPG:

%	<16	16-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	28.6%	7.5%	32.6%	44.8%	10.2%	4.9%	2.8%	4.9%
PRG				7.14%	14.2%	21.4%	35.7%	21.4%

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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	25.3%	1.7%		30.8%	0.9%	0.8%	1.2%	1.9%
PRG	50%	7.1%		21.4%				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	3.3%	1.8%	0.7%	1.3%	2.6%	2.7%	1.8%	0.2%		23%
PRG										14.2

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:

Direct invitation at reception targeted to patients from different backgrounds and age to ensure varied representation. There are also posters and leaflets in the reception area informing patients about the PPG. The Practice's website also has information in regards to the PPG. Patients are also invited to attend to the PPG meetings at the time of complaints.

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

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:

FFTs questionnaires, complaints, comments on the NHS Choice website

How frequently were these reviewed with the PRG?

At every meeting with the PPG

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improvement to practice facilities - Redecoration of the waiting area

What actions were taken to address the priority?

Practice received feedback from patients where they mentioned the waiting area needed some improvement. Patients were asked if they wanted to get involved in the redecoration of the waiting area. Few patients volunteered to paint the main reception area

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

Reception area looks more clean and tidier. This seems to have a positive effect on patients' mood

Priority area 2

Description of priority area:

Children area in the waiting area to be made more child friendly

What actions were taken to address the priority?

The children area has now got stickers on the wall and the children books have also been put in this area. There are also more toys for the children to play with.

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

The children area seems more child friendly now and this seems to have a positive impact on the children, while waiting to see the doctor.

Priority area 3

Description of priority area:

Replace the Practice's entrance door for an automated door.

What actions were taken to address the priority?

Application for funding was submitted for an automated door.

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

Funding has been approved fortunately. Practice is dealing with contractors to organize date & time for the work to commence.

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):

How has the practice engaged with the PPG: patients are contacted on a quarterly basis by letter to be invited to the next meeting.

How has the practice made efforts to engage with seldom heard groups in the practice population? By direct targeted invitation

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

Main sources of feedback used: FFTs, NHS choices website, complaints

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?

Practice facilities have improved and patients seem more satisfied with the new appearance of the waiting area, and children area. Patients and staff look forward for the new entrance door.

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