

Annex D: Standard Reporting Template

Cheshire, Warrington & Wirral Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr Campbell & Partners Tarporley

Practice Code: N81018

Signed on behalf of practice (type name): Denise Smith

Date:21.3.2015

Signed on behalf of PPG (type name): Betty Manford (Chair), Ron Chisnall (Secretary), Paul Bujac, Janet Appleby, Margaret Waltier, Peter Dobbs, Liz Johnson, Phil Miles, Nathalie Gresty.

Date:21.3.2015

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

Does the Practice have a PPG? YES													
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face, Email, telephone													
Number of members of PPG: 9													
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:								
	%	Male	Female		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
	Practice	3799	3959		Practice	1412	540	619	867	1257	1054	1100	909
	PRG	4	5		PRG			1			1	6	1

--	--

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	9							

	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 is situated in the rural area of West Cheshire. Ethnicity is predominantly white British and English is cited as the first language.

Dr Campbell & Partners have a surgery in Tarporley, and two branch surgeries in Tarvin and Waverton. We have four partners, Dr P A Campbell, Dr G M Chappell, Dr G R Kent and Dr A Oliver. We also have a salaried doctor Dr S Lister.

We launched our group in 2011 and the purpose of the group is to consider how the practice is run and what services are available nationally and locally to our patients. At present we have 9 patients who are members of the PRG.

We have a list size of **7758= 3799 male and 3959 female.**

We have advertised widely both inside and outside the practice with posters, the Patient Participation Group has a notice board in all the waiting rooms with information for the patients, newsletters displayed and a surgery website.

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:

Doctors Questionnaires

Patient Complaints

Any feedback that the PPG receive

CQC report

General receptionist feedback about patients concerns that they did not want to formalise

We meet regularly with the date being agreed at the end of each meeting. Meetings follow an agenda and the minutes are taken by the PPG member and are published on the practice website.



The various sources of feedback that has been reviewed throughout the year are as follows:



PATIENT-PARTICIPA PATIENT-PARTICIPA PATIENT-PARTICIPA PPG_Minutes_full_me
TION-GROUP-MINUTTION-GROUP-MINUTTION-GROUP-MINUTI eting_25.11.14.pdf

Minutes of our last four meetings



PPG-ANNUAL-REPOR
T-2014..pdf

PPG Annual Report Feedback 2014



FRIENDS FFT.docx

Friends & Family Test Feedback January 2015



Spring-2014-Newslet
ter.pdf

Spring Newsletter 2014



Autumn-Newsletter-
2014.pdf

Autumn Newsletter 2014

How frequently were these reviewed with the PRG?

The feedback has been reviewed every three months with the PPG.

Action plan priority areas and implementation

Priority area 1

Description of priority area:

Promote Self Care in the Community

Within the Rural locality Kelsall, Bunbury and two Tarporley Practices (Dr Campbell & Dr Adeys & Partners) wanted to create a plan of how we could promote self care in the community; to support how patients feel managing their own long term conditions, and to help patients self-care.

What actions were taken to address the priority?

On Tuesday 18th November, 2014 a Community Self Care Day was organised by the Patient Participation Groups from Kelsall, Bunbury, Tarporley practices Dr Campbell & Dr Adeys practice at the Tarporley Community Centre. There were 33 organisations represented on the day and 50 members of the public attended excluding the PPG members which was approx. another 20 people across the course of the day, The feedback sheets recorded by the organisations on the day showed a total of 99 follow up contacts with Tarporley District U3A attracting the most interest. Free transport was available for Kelsall and Bunbury. There was a raffle and cake sale in aid of Tarporley War Memorial Hospital.



Self Care Week
17-23 November 2014

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

The West Cheshire Clinical Commissioning Group and Cheshire West & Chester Council, together with the four practices were keen to obtain feedback from the event.

We provided the organisations with a questionnaire to record the number of contacts on the day.

A total of £373.00 was raised for the Tarporley War Memorial Hospital.

The PPG discussed the feedback from the day and the positive feedback was to organise another event in 2015 earlier in the year and to advertise it earlier than previously.

Priority area 2

Description of priority area:

Rural Transport Services

The PPG from the Rural Locality practices discussed the issue of transport services in the area.
A register was compiled with names of volunteers who would be available to transport patients in the area.

What actions were taken to address the priority?

The PPG members arranged a meeting to discuss what services were available.

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

A Community Car Scheme was introduced to cover the whole cluster.

Chester Community Car Scheme

Email:enquiries:@cheshireaction.org.uk

Priority area 3

Description of priority area:

Dementia Friendly/Carers Link

A Dementia Friendly Event was organised at the Tarporley Community Centre on 24th February 2015 for staff awareness. A Carer Link attended the event to encourage staff to be aware of cares and to register them at the practice to offer support to Patients.

What actions were taken to address the priority?

We have introduced two carers links at the practice to identify them.

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

The practice staff now have a better awareness of the Dementia Friendly and Carers Link.

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):



Patient Participation Report 2014

Car Parking-Ongoing PPG to conduct a survey in April 2015

Automated doors fitted for disabled access in March 2015

Two of the GP consulting rooms the flooring has been replaced in March 2015

PPG felt the patients aren't aware of the Extended Hours service-Advertise in the surgery with posters and in the practice newsletter March 2015

3. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

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

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

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Do you have any other comments about the PPG or practice in relation to this area of work?