

# Annex D: Standard Reporting Template

Lancashire Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Burnley Wood Medical Centre

Practice Code: P81137

Completed by: Practice Manager

Date: 16/03/2015

Signed on behalf of PPG: PAM PARRY



Date: 17/03/2015

Please confirm that the report has been published on the practice website by 31<sup>st</sup> March 2015 - YES (If no, please provide further information)

## 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.
Number of members of PPG: 23

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	2848	3032
PRG	12	11

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice								
PRG	0	2	3	1	4	7	4	2

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	23							

	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:

We advertise in surgery the PPG and we target age/ethnicity when they come to surgery and encourage them to join.

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: Internal survey

How frequently were these reviewed with the PRG? Twice

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Based on survey Questions 5/6/14, Appointment availability for the patients that have trouble attending due to work</p>
<p>What actions were taken to address the priority?</p> <p>We are currently working with Primary Care Foundation looking at the appointment system, to see if improvements can be made.</p> <p>The following Advice given to these patients when they call/attend for an appointment:</p> <ul style="list-style-type: none"><li>• More pre-bookable appointments available in advance for patients to book for routine issues.</li><li>• Awareness that daily appointments are available for the acutely ill, so they would be seen during normal hours.</li><li>• Phone consultations are available.</li><li>• Have they Joined On-line patient access to help with Booking for appointments/repeat prescriptions, etc</li><li>• Advice about help from Pharmacy</li></ul>
<p>Result of actions and impact on patients and carers (including how publicised): Publicised on website/In Practice</p>

## Priority area 2

Description of priority area: Family planning: Fitting of Coils/IUCD/Implants, We only had the facility to provide patients with Pill and Depo-Inj for contraception at the practice we did refer our patients to other practices that provided the above. This was a disadvantage to our patients having to go to see another GP at another practice.

What actions were taken to address the priority? One of our GP's is now trained in the fitting of coils /implants so patients no longer feel inconvenienced having to go somewhere else.

Result of actions and impact on patients and carers (including how publicised): In Practice/ Website. Patients Less inconvenienced and being seen by a GP at their own Practice is a lot more pleasant for them.

### Priority area 3

Description of priority area: Parking Access Wrong side of building

What actions were taken to address the priority? Although not a real priority as we do have ok parking at the surgery, we got the opportunity to improve the location and size by moving the parking to the entrance side of the building (currently on the other side), when completed will allow us to have a few more parking slots and will be easier for patients to get access from the car park into the building.

Result of actions and impact on patients and carers (including how publicised): In Practice/ Website. Easier access to practice

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):

Information in the practice is better advertised than before.

More patients taking up the Minor ailments scheme, improved advertising and Reception staff sell have aided to patients awareness being raised to the scheme.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 17/03/2015

How has the practice engaged with the PPG: yes

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

Has the practice received patient and carer feedback from a variety of sources? Yes, staff always listen & engage with patients and carers.

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? We always listen and promote awareness among these groups.

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

Please submit your report to: [england.lancsat-medical@nhs.net](mailto:england.lancsat-medical@nhs.net) by 31<sup>st</sup> March 2015