

# Annex D: Standard Reporting Template

NHS Greater Manchester  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Firsway Health Centre  
Practice Code: P91021

Signed on behalf of practice:

Date: 31/03/2015

Signed on behalf of PPG:

Date: 31/03/2015

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

Does the Practice have a PPG?											
Yes											
Number of members of PPG: 19											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	49%	51%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	68%	31%	Practice	19%	9%	12%	13%	16%	12%	10%	8%
			PRG	0%	0%	0%	0%	26%	42%	21%	10%

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	11%	1%	0%	5%	1%	1%	1%	0%
PRG	100%	0%	0%	0%	0%	0%	0%	0%

	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%	1%	1%	1%	1%	1%	1%	1%	1%
PRG	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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:

**Firsway Health Centre advertise on our website, in our waiting room. We also have a PPG notice board in the waiting area. During the meetings minutes are taken down and published on our website. We are actively seeking to recruit minority representatives.**

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?

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

**NO**

2. Review of patient feedback

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

**Online surveys**  
**PPG meetings / annual survey**

How frequently were these reviewed with the PRG?

**QUARTERLY**

### 3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 387 584 419">Description of priority area:</p> <p data-bbox="203 499 734 531">Telephones – waiting to be answered</p>
<p data-bbox="203 611 887 643">What actions were taken to address the priority?</p> <p data-bbox="203 687 1503 751">Analysis of phone has been made. Contacted telephone supplier about the technical difficulties patients had been experiencing.</p>
<p data-bbox="203 871 1312 903">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 948 2033 1051">Analysis showed us where our most busy times of day were. This was discussed at team meetings and Team Leader ensured our most busy times have maximum numbers of staff to answer the phones. This improved waiting times for patients and shown in recent analysis. Also improved ratings on our friends and family survey and less complaints.</p>

## Priority area 2

Description of priority area:

Lack of appointments

What actions were taken to address the priority?

More GP'S, nurses and HCA to be recruited.

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

We now have 2 HCA's and 2 new GP'S.

We also have a locum nurse helping us in the interim whilst we advertise for nurses and a nurse practitioner.

### Priority area 3

Description of priority area:

Telephone / face to face staff awareness – (Rudeness)

What actions were taken to address the priority?

New Team leader position.

Staff meetings, training online and regular emails from team leader.

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

More professional in answering phone and coping with difficult circumstances.

More confidence within staff. Boost to morale. Support from Team leader.

There have been less complaints. Happier patients.

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):

NA

4. 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?

**Simply advertise on call forward board as well as notice board online and website.  
Everybody is welcome to join, however this isn't pushed upon any particular group.**

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

**Annual survey / friends and family / PPG / Enquires online.**

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?

**Yes**

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