

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

Practice Name: REDWOOD HOUSE

Practice Code: K81097

Signed on behalf of practice: LIZ HAYNES

Date: 25.3.2015

Signed on behalf of PPG: JULIE HART

Date: 26.3.2015

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Meetings face to face and emails																																					
Number of members of PPG: 6																																					
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>3124</td> <td>3122</td> </tr> <tr> <td>PRG</td> <td>1</td> <td>5</td> </tr> </tbody> </table>	%	Male	Female	Practice	3124	3122	PRG	1	5	Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1245</td> <td>486 486</td> <td>734 734</td> <td>977 977</td> <td>1025</td> <td>1009</td> <td>599</td> <td>385</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td>1</td> <td>4</td> <td></td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1245	486 486	734 734	977 977	1025	1009	599	385	PRG				1		1	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	5881	3	0	0	1	12	16	12
PRG	5	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	160	77	1	53	0	10	20	1	0	0
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:

ADVERTISE THROUGH WEBSITE, NEWSLETTER, POSTERS IN SURGERY AND A COFFEE MORNING FOR WHICH WE TRIED TO TARGET PATIENTS FACE TO FACE

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:

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2. Review of patient feedback

<p>Outline the sources of feedback that were reviewed during the year:</p> <p>FRIENDS AND FAMILY PATIENT SURVEY – CURRENT WEBSITE FEEDBACK FACILITY</p>
<p>How frequently were these reviewed with the PPG?</p> <p>AT EACH MEETING FOR WEBSITE ANNUALLY FOR PATIENT SURVEY F&F - MONTHLY</p>

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>PATIENT ACCESS -</p>
<p>What actions were taken to address the priority?</p> <p>SIGNAGE ON THE FRONT DOOR REVIEW OF DISABLED RAMPS HIGH BACKED AND ARMED CHAIRS FOR EASE OF SITTING AND STANDING</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p>

Priority area 2

Description of priority area:

ENSURING UP TO DATE PATIENT INFORMATION

What actions were taken to address the priority?

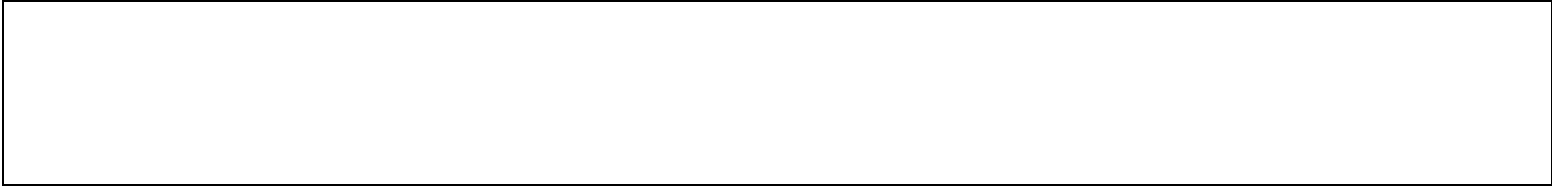
NEWSLETTER

TOUCH SCREEN INSTALLED AUTUMN 2014 WHICH VALIDATED CURRENT INFORMATION AND ENCOURAGES PATIENT TO KEEP THE SURGERY UP TO DATE

WEBSITE

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

TOUCH SCREEN - EASY TO REGISTER PATIENT ARRIVAL, UP DATE INFORMATION – IDENTIFY CARERS
PATIENTS WHO HAVE ACCESS TO INTERNET CAN UP DATE SURGERY ON LINE AND NEWSLETTER CAPTURES
REMAINING PATIENTS



Priority area 3

Description of priority area:

FUTURE FOCUS ON CARERS

What actions were taken to address the priority?

IDENTIFY CARERS – SEE PRIORITY 2
ORGANISE A CARERS EVENT
BETTER INFORMATION AND SIGNPOSTING FOR CARERS

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

TO BE PUBLISHED LATER IN THE YEAR

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):

WATER COOLER PAID FOR BY THE DONATION OF BOOKS , CD'S AND DVDS SOLD.

ON LINE APPOINTMENT ACCESS

EXTENDED OFFERED NOT ONLY BY PRATICE NURSE'S BUT GP'S ASWELL

MORE SURGERIES ADDED

TELEPHONE TRIAGE

4. PPG Sign Off

Report signed off by PPG: YES (JULIE HART – CHAIR OF PPG AT REDWOOD HOUSE)

Date of sign off: 26.3.2015

How has the practice engaged with the PPG:

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

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?

THESE QUESTIONS ARE COVERED IN THE RESPONSES ABOVE