

# Annex D: Standard Reporting Template

## 2016/17 Patient Participation – Reporting Template

Practice Name: Winyates Health Centre

Practice Code: M81019

### 1. Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face																																					
Number of members of PPG: 11																																					
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;"></th> <th style="width: 15%;">Male</th> <th style="width: 15%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">8100</td> <td style="text-align: center;">8085</td> </tr> <tr> <td>WPO</td> <td style="text-align: center;">6</td> <td style="text-align: center;">5</td> </tr> </tbody> </table>		Male	Female	Practice	8100	8085	WPO	6	5	Detail of age mix of practice population and PPG (WPO): <table border="1" style="margin-left: 20px; width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;"></th> <th style="width: 5%;">&lt;15</th> <th style="width: 5%;">15 - 24</th> <th style="width: 5%;">25 - 34</th> <th style="width: 5%;">35 - 44</th> <th style="width: 5%;">45 - 54</th> <th style="width: 5%;">55 - 64</th> <th style="width: 5%;">65 - 74</th> <th style="width: 5%;">&gt; 74</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">3114</td> <td style="text-align: center;">1704</td> <td style="text-align: center;">2195</td> <td style="text-align: center;">2524</td> <td style="text-align: center;">1936</td> <td style="text-align: center;">1981</td> <td style="text-align: center;">1968</td> <td style="text-align: center;">763</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> </tr> </tbody> </table>		<15	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	> 74	Practice	3114	1704	2195	2524	1936	1981	1968	763	PRG	0	0	0	0	2	3	2	3
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Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British/ mixed British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	7157	34	1	316	36	9	14	15
PRG	10	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	4	37	0	15	9	5	15	1	5	21
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:

**Our Patient Participation Group has been running for a number of years now. Meetings are held on a bi-monthly basis at the surgery. All of the original members still continue to offer their time and input in one form or another. Last year we decided to attempt to increase the number of members attending meetings by sending out invitations to join the PPG to all patients with a registered email address. The response was very good with over 140 applications. However, due to failings with Accentures newly implemented NHSmail2 it is not currently possible to set up the distribution list required to enable our PPG to communicate with the patients that have shown an interest. This is scheduled to be resolved by the end of March 2017. Currently the patients that responded represent our virtual PPG and can only be contacted by the practice until such time as Accenture resolve the problem with NHSmail2.**

**Clearly (with a 100% British make up) our PPG is still not representative of our wider practice population, this can hopefully be addressed during the current recruitment campaign once NHSmail2 works properly. However, it is likely there will always be imbalance in the representation due to the fact that meetings can only be held early evenings once the surgery**

has closed. This in its self lends itself tends to appeal more to patients who may not work full time. Given the natural restrictions that apply as to when meetings can be held, it will be unlikely to achieve a PPG that is representational of the wider practice population.

In addition to the 3500 email invitations sent to patients last year, we continue to promote joining of our PPG in poster format within the surgery and also on our website.

It should be noted we only have ethnicity data recorded for 58%% of the practice population (up from last years figure of 52%), but it is still not possible to accurately determine the ethnic break down of the practice population. Of the 9368 patients for whom we do hold ethnicity data for, 77% indicated to be British or British Mixed.

The issue is further complicated by the fact that the 'new patient registration questionnaire' ethnicity categories used at surgery level do not mirror those mandated by external reporting templates, for example, Pakistani ethnicity on the surgery new patient registration form is a subset of 'Asian or Asian British'. A Pakistani or British Pakistani is therefore recorded using read code 9i8 "Pakistani or British Pakistani". In terms of health care requirements this is entirely accurate, in terms of this report, it's completely meaningless since this code will fall under the British grouping and the patient therefore would not be counted as the report expects under Pakistani ethnic origin.

Until reports such as these are adjusted to reflect the data we actually hold and record, the ethnicity data holds no real value for the purposes expected by external sources.

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:

**Annual Patient Survey and Friends and Family Test (FFT).**

How frequently were these reviewed with the PRG?

**Once, to review the feedback.**

3. Action plan priority areas and implementation

Priority area

Description of priority area:

**To continue to focus on increasing the size of our current PPG group and encourage communication between Winyates Patient Outlook and our virtual PPG once NHSmail2 is able.**

What actions were taken to address the priority?

**Invitations sent out to all patients for whom we hold a current email address. Website updated with a new Winyates Patient Outlook page detailing what the group is and how to get involved.**

Result of actions and impact on patients and carers (including how publicised):  
**Over 140 responses to register to join the PPG.**

Report signed off by PPG:

Date of sign off: 28/03/2017

**How has the practice engaged with the PPG:**

Face-to-face bi-monthly meetings and email. The PPG were also involved in helping to promote this year's survey.

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

PPG and the annual questionnaire are promoted on our website, which is available in 92 languages. Participation is also promoted throughout the year within the surgery on various posters and leaflets.

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

The annual survey was completed in both electronic and paper based formats.

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

Yes. Opinions were sought and any suggested changes implemented.