

**Annex C**

**Arden, Herefordshire and Worcestershire Area Team  
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Pendeen Surgery

Practice Code: M81061

Signed on behalf of practice: Karen Manifold Date: 16<sup>th</sup> Feb 2015

Signed on behalf of PPG: Ruth Johnston Date: 16<sup>th</sup> Feb 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: This was originally a virtual PPG, however on the 8 <sup>th</sup> December we held a face to face meeting and decided to run a more formal structured PPG, on Monday 2nd February 2015 we held our first board meeting and voted in members (chair, vice-chair secretary and 6 committee members, we agreed a formal constitution and set our meetings for the next year and developed a work program for the following year. We plan to engage with our PPG on a local, countywide, and national level.											
Number of members of PPG: 9 independent members + 3 from Pendeen Surgery, total group totals 64											
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			Practice								
PPG			PPG	0	2	6	6	5	6	18	21

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Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice								
PPG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG										

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 have a varied group of patients from different background and have purposely recruited in this way. The PPG board in entrance corridor is continuously improved to provide up to date information and to be able to actively recruit new patients and carers, we will use the board to update members of results of surveys. Poster in waiting room inviting patients to join.

We are activating a plan to get feedback from some of our ethnic groups ready for future meetings.

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Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?  
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:

We set up a virtual group four years ago, however it became apparent that we should have a tangible group that meet regularly, we have done this and is now in place with 64 group members.

How frequently were these reviewed with the PRG? Ongoing continuous process that can only improve future relations.

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>To formally set up a tangible PPG group with appropriate constitution.</p>
<p>What actions were taken to address the priority?</p> <p>Meetings held on the 8<sup>th</sup> Dec &amp; 2 February to vote in board members</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Ongoing, work plan for 2015 to be owned by PEN.PPG has been created to provide output for this at the end of the year.</p>

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Priority area 2
<p>Description of priority area:</p> <p>Telling the local and wider community that PEN.PPG exists.</p>
<p>What actions were taken to address the priority?</p> <p>Attended Hereford CCG meeting on the 24<sup>th</sup> February 2015 (4 members attended), have provided contact details for the chairman to go on the Herefordshire CCG website. Established contact with neighbouring PPG at Alton Street Surgery.</p> <p>Plans to write an article for the local "Ross Gazette" to let patients of Pendeen know that we are here and they have a new feedback mechanism.</p> <p>We have invited the "lay member for patient and public involvement for HCCG" to our next meeting in May 15.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This was publicised in the PPG notice board in the main corridor and a notice was put up in the waiting room &amp; on the Practice website.</p> <p>We also hope to engage the local media.</p>

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### Priority area 3

Description of priority area:

Guidance from the surgery, Herefordshire CCG and NHS England as to what they want from PEN.PPG and what PEN.PPG can do for them.

What actions were taken to address the priority?

We have opened up channels of communication with the Surgery and Herefordshire CCG, NHS England is ongoing.

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

On going.

## Annex C 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):

Set up online appointments and prescriptions, this has been completed but we have an ongoing promotion of this service.

Set up an actual PPG rather than virtual, completed.

Limited parking at the surgery and local roads, PPG will be looking into this in greater detail in 2015/16.

Repeat prescriptions going straight to the pharmacy via nomination, advertising and getting the message out to patients, ongoing majority have opted in to the service.

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### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 04.03.15

Has the report been published on the practice website? YES

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? Yes, electronic and physical questionnaires, and the PPG have developed a work plan for 2015 which includes an action to target seldom heard groups.

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

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

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

Do you have any other comments about the PPG or practice in relation to this area of work? The surgery is really pleased with our newly formed PPG, they are actively involved in joining Herefordshire wide groups such as Healthwatch and engaging with both national and local levels.

The PPG has asked the surgery to come up with 3 areas that they would like the surgery to focus on in the next year.

The PPG has already actively been involved in supporting our grant request for premises improvement. (Prime Ministers Health Fund).

Please return this completed report template to the generic email box – [england.ahwat-pc@nhs.net](mailto:england.ahwat-pc@nhs.net) no later than 31<sup>st</sup> March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31<sup>st</sup> March 2015.