

Cheshire, Warrington & Wirral Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **The Village Medical Centre**

Practice Code: **6740**

Signed on behalf of practice **Sam Evans**

Date: **31.03.2015**

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify). Face to Face meetings, Email and telephone contact																																					
Number of members of PPG: 34																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td></td> <td></td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">16</td> <td style="text-align: center;">18</td> </tr> </tbody> </table>	%	Male	Female	Practice			PRG	16	18	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <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></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>PRG</td> <td></td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> <td style="text-align: center;">10</td> <td style="text-align: center;">9</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice									PRG		3	3	3	10	9	3	3
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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								
PRG	33			1				

	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:

Steps taken to encourage participation from all members of the practice population include:

- **Internet presence with PPG featuring on practice website**
- **Dedicated PPG noticeboard in surgery waiting room for all patients to view**
- **New Patient pack, features brochure, PPG application form and Virtual group nomination form**

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**

2. Review of patient feedback

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

The PPG is a new group, which has just completed the forming stage following the merger of Grove Medical Centre and Wallasey Village Group Practice

The Village Medical Centre PPG has identified two joint chairs, with a new constitution agreed and action plan in place to encourage new members of the PPG from a cross section of the population.

Feedback reviewed during the merger, came in the form of suggestions, meetings and petitions, focussed primarily on transport links to the new practice, with support gained from the local MP.

How frequently were these reviewed with the PRG?

Reviewed 2 monthly within PPG meetings and in meetings with transport companies

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Increase PPG membership, targeting younger population to get involved.

What actions were taken to address the priority?

Re-branding of PPG Group literature, to bring up to date

More online focus, with PPG on the website

Patient Access log-in via the website, to encourage stream of web traffic viewing PPG material

PPG advertised on scrolling TV message

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

One new member joining.

Priority area 2

Description of priority area:

Improve visibility and understanding of PPG

What actions were taken to address the priority?

PPG material to include the chain of feedback eg: PPG – PEG – CCG, to demonstrate that the patient views are taken on board and can influence local NHS decision making

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

Ongoing

Priority area 3

Description of priority area:

Engage patients with specific care needs to provide support.

What actions were taken to address the priority?

Literature included in new patient packs

Planned speech to patients on specialist subjects (eg Alzheimer's talk in Sept)

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

Ongoing

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):

N/A – The Village Medical Centre PPG has been effective from July 2014