<table>
<thead>
<tr>
<th>Practice</th>
<th>Male</th>
<th>Female</th>
<th>Practice</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>11</td>
<td>6</td>
<td>0</td>
<td>31</td>
<td>69</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>17</td>
<td>1</td>
<td>16</td>
<td>74</td>
</tr>
<tr>
<td>14</td>
<td>57</td>
<td>43</td>
<td>40</td>
<td>35-44</td>
<td>55-64</td>
</tr>
<tr>
<td>33</td>
<td>17-24</td>
<td>25-34</td>
<td>0</td>
<td>&lt;75</td>
<td>75</td>
</tr>
</tbody>
</table>

**Detail of age mix of practice population and PPG:**

**Detail the gender mix of practice population and PPG:**

**Number of members of PPG:** 27

Method(s) of engagement with PPG: Face to face, Email, Other (please specify) Face to Face

**Does the Practice have a PPG?** YES

---

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

   Signed on behalf of PPG: (Violets Ahmed)
   Date: 13/03/2015

   Signed on behalf of practice: Noorhaya Akhter
   Date: 13/03/2015

   Practice Code: F86026

   **Practice Name:** The Forest Surgery

   Complete and return to: England.Join-ne-claims@nhs.net no later than 31 March 2016

   London Region North Central & East Area Team

   Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template
The PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

<table>
<thead>
<tr>
<th>PRG</th>
<th>Pakistan</th>
<th>Bangladeshi</th>
<th>Chinese</th>
<th>Other</th>
<th>Black/Asian/British</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Azrjan</td>
<td>Other</td>
<td>18</td>
<td>47</td>
<td>Other Black/Asian/Caribbean/Black/British</td>
</tr>
<tr>
<td>6</td>
<td>20</td>
<td>12</td>
<td>70</td>
<td>Mixed</td>
<td>Other</td>
</tr>
<tr>
<td>59</td>
<td>18</td>
<td>18</td>
<td>18</td>
<td>18</td>
<td>18</td>
</tr>
</tbody>
</table>

Detail the ethnic background of your practice population and PRG:

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template
Every quarter

How frequently were these reviewed with the PPG?

Communications passed on through our clinical system

Thank you cards

Patient-made surveys conducted in June to evaluate the patients satisfaction

General Feedback of Patients

Complaints and complaints box

FFT

NHS Choices Webpage

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

Review of patient feedback

Successful:

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

NO

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?
<table>
<thead>
<tr>
<th>Patient Access</th>
<th>Description of priority area:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extra clinic to review 75+ patients</td>
<td></td>
</tr>
<tr>
<td>Practice has increased number of appointments by adding Specialist clinics and Extra clinic for Diabetics Review</td>
<td></td>
</tr>
<tr>
<td>What actions were taken to address the priority?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Action plan priority areas and implementation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Participation Enhanced Service 2019/20 Annex D: Standard Reporting Template</td>
</tr>
</tbody>
</table>
The are poster in the waiting are to highlight these extra services:

- Call back facility with doctor to phone on the same day
- More appointments per day for emergency patients
- Less patient to A&E
- All emergencies for the day will be dealt with the same day

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

- Same day call back facility
- More registration for patient to use online system
- Dedicated doctors every day for home visit
- A day doctor every day to see to deal with all emergencies for the day.

What actions were taken to address the priority?

Online booking system
Emergency appointment

Description of priority area:

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template
More appointments for foot check
Specialised clinics every week to review blood pressure
More appointments available for nurse and HCA

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

Synchronising, New patients' health check, NHS health check and smoking cessation clinics. A practice has trained two new staff members as HCA, HCA are trained now to run blood pressure clinics, Foot check, ear

Applied a full time practice nurse, to make sure that practice have a nurse every day in of the week

What actions were taken to address the priority?

General Health Reviews
More nurse appointments

Description of priority area:

Priority area 3
<table>
<thead>
<tr>
<th>Progress on Previous Years</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Is this the first year your practice has participated in this scheme?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NO</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):</th>
</tr>
</thead>
</table>

| More appointments per day for emergencies |
| Online repeat prescription facility       |
| New online booking system                |
| Practice got new automated telephone system |
| Practice has made a tremendous improvement in all concerned area                                               |
None

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

See above

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

Yes

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

Yes

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

The requirement

All patients are aware of PPG. They can always book an appointment with PPM to discuss in detail. All staff members are aware of the requirements and recruitment forms in the reception area to participate.

Face to face

How has the practice engaged with the PPG?

Report signed off by PPG:

Date of sign off: 23/1/15

Signature:

PPG Sign Off

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template