Annex D: Standard Reporting Template

NHS England West Yorkshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Newton Way Medical Practice

Practice Code: B83022

Signed on behalf of practice: Jacquie Leake Date: 23 March 2015

Signed on behalf of PPG: GS Date: 25 March 2015

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face and email.  Engagement with all patients via surveys, including Friends and Family, suggestion box and telephone, notice boards and TV screens in reception. | |
| Number of members of PPG:8 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 50% | 50% | | PRG | 37.5% | 62.5% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 15.5% | 6.77% | 9.6% | 12.68% | 15.17% | 14.7% | 14.6% | 10.9% | | PRG |  |  |  | 12.5% |  | 75% | 12.5% |  | |
| 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 | >80 % |  |  |  |  |  |  |  | | PRG | 100% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 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:  The original recruitment was structured to try and offer an accurate representation of the patient list and our recruitment process was displayed on our practice website, notice board in practice, newsletter/flyers, callboard in reception area and a mail shot of 200 patients randomly selected. We displayed this information for several weeks before the survey was carried out to capture views.  The criteria for the random selection were patients with a chronic disease, teenagers, males aged 20-49, carers, resident in care/residential home, English not a first language, patients with a disability, all patients aged between 20 and 100.  Since then the group has been accessible to all and the current recruitment campaign is advertised in the waiting room, opportunistic invitation by GP’s, website etc  Historically the group has been short of younger members and there has been discussion around how we engage with the younger age group – the group did approach a school and whilst unsuccessful at the first attempt this is to be re-visited. Also the practice is accommodating a work experience student shortly and the intention is that their views will be sought.  Leaflets about the current recruitment campaign have been left by the group in various locations across the village – including the library, supermarket and chemists.  The group also intend to make available literature at mothers and toddler groups. | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:   * In-house questionnaire * GP survey * Friends and family * Patient suggestions |
| How frequently were these reviewed with the PRG?  Quarterly |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Recruit more members |
| What actions were taken to address the priority?   * Developed new literature * Specific recruitment campaign with application form asking the patient to describe what they can bring to the group. For those who feel unable to do this, the group are planning on putting on an evening event to encourage people to come and talk to them. * Notices in reception and on the web-site * The practice have recently had TV screens put up in reception and the intention is to use these as a visual way of attracting interest * Leaflets in various locations in the village – e.g. chemists, library |
| Result of actions and impact on patients and carers (including how publicised):   * Potential new members contacted * Recruitment evening to talk to the applicants and invite anyone else to come and learn about the group * On-going with 3 interested parties so far which is encouraging and will help us with the aim of representing the views of a wider patient audience. * Once the physical group is more in numbers the intention then is to look at the mechanics of setting up a virtual group – we already have 80 plus interested parties and the physical group are intending to decide what they want to use this group for and how in the future. |

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| Priority area 2 |
| Description of priority area:   * Attract new services to the practice |
| What actions were taken to address the priority?   * Patient survey question as to what is important to them * Practice Manager contacting possible services * PPG support for project for some funding to convert the space to do this |
| Result of actions and impact on patients and carers (including how publicised):   * New services including physio and ultrasound now running * Excellent patient feed-back * Podiatry to start in April * Supports drive to get care in the community |

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| Priority area 3 |
| Description of priority area:  Support Clinical Commissioning Group (“CCG”) initiatives – including Healthy Hearts and self care |
| What actions were taken to address the priority?   * 2 of PPG members are active attendees to CCG led meetings for locality PPG’s * Healthy Hearts event put on in practice one evening to explain scheme – consultant and GP led with 30 plus attendees * Self care leaflets produced by CCG put on the web-site. * Looking at future events including topic on dementia and linking to carers resource. |
| Result of actions and impact on patients and carers (including how publicised):   * Healthy Hearts event very well received and patient feedback asked for suggested other topics of interest which will now be followed up * Self-care – continuing agenda to reinforce the self care message and give the patients the information they need – this is on-going. |

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):

**Difficulty in getting through on the phone in the morning**

* Additional receptionist recruited
* Continue to promote Systm One on-line - registration now 61% (up from 32% last year).
* On-going education of patients as to busiest times and therefore times to avoid
* Practice looking at some phone software to assist with messages

**More information and leaflets**

* Web-site revamped and this is on-going
* Dedicated patient room, notice boards and TV screen in reception

**Additional services**

* Following moving to new building in June 2014, this was a priority for the year – see progress made under current action plan

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 25 March 2015 |
| How has the practice engaged with the PPG ?  Building move did result in less physical engagement but this has now been addressed and meetings now planned every four months with the practice with meetings in between for the group, as well as continued engagement with the CCG meetings. Healthy Hearts event deemed a success and will build on this with other events.  How has the practice made efforts to engage with seldom heard groups in the practice population?  This is on-going through the recruitment campaign, plans to communicate the existence of the group better and measures to engage with younger people through initiatives with schools, mother and toddlers groups.  Has the practice received patient and carer feedback from a variety of sources?  Yes – Surveys, friends and family, patient suggestions. Plans to extend this to a virtual group in due course.  Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Care in the community agenda being addressed through additional services in practice meaning patients don’t have to travel.  Do you have any other comments about the PPG or practice in relation to this area of work?  Agenda of self care to be an on-going priority |