

Annex D: Standard Reporting Template

North Yorkshire and Humber Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Riverside Surgery

Practice Code: B81109

Signed on behalf of practice: *L. Bennett*

Date: 31/3/2015

Signed on behalf of PPG: *W. Coffey* *Harold Jelwood*

Date: 31/3/2015

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

Does the Practice have a PPG? YES / NO

Method of engagement with PPG: Face to face & Email

Number of members of PPG: 14

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	25%	75%
PPG	40%	60%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice				25%		75%		
PRG						30%	70%	

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	Yes							
PRG	Yes							

	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:

We continue to advertise on our website and in our patient welcome pack. We have invited 2 new members into the group over the last 12 months.

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? YES/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:

Feedback received from group members.
Patient survey completed for Productive General Practice.
Patient suggestion forms.
Feedback

How frequently were these reviewed with the PRG?

Some feedback was discussed with group members in person then information updated to members at group meetings.
Some information was reviewed via email.
Some information was reviewed face to face at group meetings.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Delivering better communication & information to patients.</p>
<p>What actions were taken to address the priority?</p> <ol style="list-style-type: none">1/. Newsletters produced and reviewed at each meeting before distribution.2/. Update of website to include more patient information regarding the surgery.3/. Update of patient welcome pack to include more information regarding the surgery and agent pharmacy on site.4/. Patients able to give consent for messages to be left with family members or on answerphones.5/. Patients being able to receive text message reminders (still on-going).6/. Advising patients in reception if a GP is running late over 30 minutes.7/. Introduction of carer's board for information.8/. Making available up to date leaflets of local organisations e.g. Health watch and advisory service.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Better communication to patients and better understanding by patients of the services available to them at Riverside Surgery and within the locality. Improved communication within the reception area so patients are being kept informed. Improved communication for patients while at home by being able to leave messages for those patients who have given consent. Publicised via newsletter, patient welcome pack and on website.</p>

Priority area 2

Description of priority area:

Patient access to surgery premises.

What actions were taken to address the priority?

- 1/. Wheelchair risk assessment completed, new wheelchair purchased.
- 2/. Wheelchair availability signs purchased for disabled parking bays and posters displayed in surgery.
- 3/. Wheelchair automated door buttons for internal corridor doors, applied for funding.
- 4/. Began communication with local council about possibility of a new side entrance (still on-going)

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

Easier understanding of the telephone system and the options available to patients, dedicated line for emergency calls.
Improved wheelchair access to the surgery, better advertised to patients that a wheelchair is available on site for patients to use.
This would improve access to the surgery for all patients as the access to the premises would be safer.
Publicised in patient newsletter, welcome pack and meeting minutes.

Priority area 3

Description of priority area:

Improved communication for patients.

What actions were taken to address the priority?

- 1/. Availability for patients to make contact with specific surgery staff via email if they are hard of hearing or if have difficulty using the telephone.
- 2/. Improvements to telephone system.
- 3/. Encouraging patient feedback via suggestion box or via website.

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

Improved and alternative communication for patients who may have difficulties in contacting the surgery by using the telephone.
Making less able patients feel more valued and assisting in maintaining their independence for longer.
Improved access via telephone system and dedicated line for patients with emergencies.
Positive actions taken from patient feedback and suggestions.
Publicised in newsletter, welcome pack and on surgery website.

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):

The surgery is continuing to make improvements and changes to systems and processes following feedback and suggestions made by patients and the PPG members.

We are continuing to improve access to patients in relation to premises, services and communication with patients.

We are continuing to advertise for more PPG Group members to achieve a more representative selection of our patient population.

Welcoming communication between PPG Group meetings to discuss matters of concern or hear improvement ideas.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 31/03/2015

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, newsletter, website, email & adverts

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

- Yes, via the website and via PPG members

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

- Yes by general discussion at meetings and or one to one discussion as necessary

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

- Yes, easier to get an appointment with a Doctor or Nurse. Better informed on available services within the practice and locally. Better wheelchair access and provision.

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

- There are 4 PPG members actively taking part in a newly formed countrywide PPG support group which will allow them to learn good practice from others.
- More regular meetings to discuss and agree a specific action plan for next 12 months, more formal terms of reference
- Group to be chaired by the Practice Manager rather than a GP Partner who would have a conflict of interest in terms of patient relationship

Completed and signed by Wendy Coffey & Harold Edwards