Annex D: Standard Reporting Template

North Yorkshire and Humber Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Walkergate Surgery

Practice Code: B81622

Signed on behalf of practice: Caroline Maw, Practice Manager Date: 20.02.15

Signed on behalf of PPG: Barbara Fawcett, PPG Chair Date: 27.02.15

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, Email, Website, Post & Telephone | |
| Number of members of PPG: 20 + staff | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 13% | 87% | | PRG | 30% | 70% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice |  | 7% | 14% | 21% | 30% | 28% |  |  | | PRG |  |  |  | 10% | 15% | 20% | 35% | 20% | |
| 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 | 86% | 7% |  |  |  |  |  |  | | PRG | 80% |  |  | 20% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 7% |  |  |  |  |  |  |  |  |  | | 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 have approached patients at consultations, via posters in the waiting room, newsletters and on the website to try to engage a mixed population representation which has led to a doubling of our male involvement and an increase in members to 20 but unfortunately due to going to university and morbidity we have lost some members so we are currently 100% white and/or British.** | |
| 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:  NO | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Patient Group Survey  Website  Newsletters  Face to face  Correspondence received  Cards of thanks |
| How frequently were these reviewed with the PRG?  At the quarterly meeting after they were received |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Promotion of online services |
| What actions were taken to address the priority?  Posters were put up in the waiting room and the services where promoted by staff by word of mouth and face to face in consultation/presentation at the desk. We also put the details in every newsletter this year and this has also been on the website. |
| Result of actions and impact on patients and carers (including how publicised):  Usage is gradually increasing and has proved a good service used by those who struggle to contact during working hours or those who wish to ensure they have an appointment booked in the future for a specific GP.  Prescription requests are rising slowly. |

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| Priority area 2 |
| Description of priority area:  Premises – modernisation and lack of space |
| What actions were taken to address the priority?  Enquired about the lease on the upstairs unit and the PPG members have seen this and are keen for us to acquire the use of said unit but unfortunately we have not managed to secure funding and the partners do not have the resources to fund this themselves although we will continue to chase this option. |
| Result of actions and impact on patients and carers (including how publicised):  As above we have failed in our bid so far but in the meantime we have tried to modernise the current premises and have brightened the waiting room and hallway up but painting the woodwork and ceiling in brighter colours. Patients have said they prefer this brighter décor and we are looking in the future to change flooring in the hall and consulting rooms and brighten the woodwork up in these rooms also. |

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| Priority area 3 |
| Description of priority area:  Promotion of the Friends & Family Test |
| What actions were taken to address the priority?  Included in the newsletters and the PPG survey.  Handed out by clinical team members after consultations.  On the reception desk for patients to fill in.  Ipad for patients use is currently in progress.  On the website.  Posters in the waiting room.  Face to face by PPG members in the waiting room. |
| Result of actions and impact on patients and carers (including how publicised):  All pleased with the positive feedback received so far and all members are happy for us to continue to pursue this test with the current range of services and they will continue to promote face to face when at the surgery. |

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):

Waiting room décor and modernisation

Increased promotion and use of SMS text services for reminders and confirmation of appointments

Increased promotion and use of online services such as ordering prescriptions and booking of appointments with GP’s

Increased promotion and use of EPS and various ways of ordering prescriptions and the collection options available

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 20.02.15 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population? – face to face communication, website and posters  Has the practice received patient and carer feedback from a variety of sources? – yes from a wide range of patients  Was the PPG involved in the agreement of priority areas and the resulting action plan? – Yes fully involved in all decisions and action plans  How has the service offered to patients and carers improved as a result of the implementation of the action plan? – greater ease of access which is accessible 24 hours a day to make appointments with GP’s, send messages and order prescriptions.  Do you have any other comments about the PPG or practice in relation to this area of work? |