West Yorkshire Area Team

2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Name: LONGROYDE SURGERY

Practice Code: B84623

Signed on behalf of practice: Joanne Kellett Date: 23.03.2016

Signed on behalf of PPG: PPG Date:

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** | |
| Number of members of PPG: **18** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 48% (1939) | 52% (2065) | | PRG | <1% (5) | <1% (13) | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 22% (900) | 10% (420) | 13% (535) | 14% (546) | 16% (665) | 11% (428) | 9%  (352) | 5%  (223) | | PRG |  |  | <1% (1) | <1% (1) | <1%  (5) | <2%  (6) | <1%  (3) | <1%  (2) | |
| 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 | 28% (1138) | <1%  (12) |  | <1%  (21) | <1%  (27) | <1%  (2) | <1%  (15) | <1%  (9) | | PRG | <1% (17) | <1% (1) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | <1%  (18) | <1%  (37) | <1%  (3) | <1%  (17) | <1%  (7) | <1%  (17) | <1%  (4) | <1%  (2) |  |  | | 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:  **Dedicated noticeboard for PRG in the waiting room**  **Registration pack to include details about joining the PRG which is given to every new patient**  **Practice website and it was agreed this year to increase the profile via the website.**  **GP encouragement** | |
| 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

|  |
| --- |
| Outline the sources of feedback that were reviewed during the year:  **The practice is able to obtain feedback from the following means:**   * **Face to face** * **Via the practice website** * **Via NHS choices website** * **Suggestion box within the practice** * **Via PRG meetings** * **Emails to the Practice Manager** |
| How frequently were these reviewed with the PRG?  **Feedback is reviewed at PRG meetings or emailed to group if appropriate** |

1. Action plan priority areas and implementation

|  |
| --- |
| Priority area 1 |
| Description of priority area:  **Promote text messaging service and obtain up to date mobile telephone numbers** |
| What actions were taken to address the priority?   * **Display noticeboard in waiting room** * **Leaflets on reception desk** * **Reception staff alerted via the clinical system if no mobile number for patient recorded** |
| Result of actions and impact on patients and carers (including how publicised):  **The number of mobile numbers recorded has gone up from 56% of patients to 76% since April 2015**  **MJOG text messaging system used since December 2015 which allows patients to reply to messages and cancel appointments** |

|  |
| --- |
| Priority area 2 |
| Description of priority area:  **Reduce the number of Did not attend (DNA) appointments** |
| What actions were taken to address the priority?  **MJOG text messaging system introduced in December 2015 which allows patients to text to cancel appointment**  **Patients encouraged to allow consent for text message reminders** |
| Result of actions and impact on patients and carers (including how publicised):  **This priority is still in the infancy stage but we hope it will have a positive impact and reduce the number of DNA appointments** |

|  |
| --- |
| Priority area 3 |
| Description of priority area:  **Tree removal from car park to increase parking spaces** |
| What actions were taken to address the priority?  **Application submitted to Calderdale Council for the removal of tree from car park** |
| Result of actions and impact on patients and carers (including how publicised):  **Unfortunately the application was rejected. However, we intend to bring in a tree surgeon for advice** |

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 practice increased awareness of the online service available via the practice website. This enable patients to book appointments and order repeat medication online**
* **The practice increased awareness of the practice website**
* **The practice promoted awareness of the Healthcare Assistant and the types of appointment she can offer**
* **The practice looked into whether any of the trees in the car park could be removed to make access easier. Unfortunately, all the trees have preservation orders, however, they were all tidied up and loose branches removed. Staff have been encouraged to park at the rear of the building to leave the front spaces for patients**
* **The practice agreed a mission statement to encompass what the practice wants to achieve**
* **Fish tank overhauled and maintained regularly**
* **Dedicated noticeboard for PRG information**

1. PPG Sign Off

|  |
| --- |
| Report signed off by PPG: 18.04.2016  Date of sign off: 18.04.2016 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?  Has the practice received patient and carer feedback from a variety of sources?  Was the PPG involved in the agreement of priority areas and the resulting action plan?  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Do you have any other comments about the PPG or practice in relation to this area of work? |