West Yorkshire Area Team

2017/18 Patient Participation Reporting Template

Practice Name: LONGROYDE SURGERY

Practice Code: B84623

Signed on behalf of practice: Joanne Kellett Date: 22.03.2018

Signed on behalf of PPG: PPG Date:

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** | |
| Number of members of PPG: **23** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49% (2057) | 51% (2166) | | PRG | <1% (8) | <1% (15) | | 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% (914) | 10% (427) | 14% (581) | 13% (563) | 16% (684) | 11% (460) | 9%  (370) | 5%  (224) | | PRG |  | <1%  (1) |  | <1% (3) | <1%  (5) | <2%  (7) | <1%  (5) | <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 | 76% (3203) | <1%  (14) |  | <1%  (30) | <1%  (34) | <1%  (2) | <1%  (15) | <1%  (10) | | PRG | <1% (22) | <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%  (16) | <1%  (41) | <1%  (3) | <1%  (14) | <1%  (8) | <1%  (28) | <1%  (10) | <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 includes details about joining the PRG which is given to every new patient**  **Practice 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

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| 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

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| Priority area 1 |
| Description of priority area:  **Continue to follow up on the planning application to get trees removed from the car park** |
| What actions were taken to address the priority?  **Planning application submitted June 2017 and further evidence and letter of support from PRG member sent September 2017**  **Dangerously loose branches have now been removed from some of the trees – March 2018** |
| Result of actions and impact on patients and carers (including how publicised):  **The result of removing trees from the car park would enable more parking spaces for patients and easier for traffic to manoeuvre around the car park** |

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| Priority area 2 |
| Description of priority area:  **Monitor usage of the 6.30pm – 8.00pm appointments by our patients** |
| What actions were taken to address the priority?  **Improved access scheme due to commence at the end of April 2018 on a locality basis (see PRG meeting minutes 140318 for details)** |
| Result of actions and impact on patients and carers (including how publicised):  **The practice will be able to compare usage of the scheme by our patients and those at the locality practices to unsure fair share of appointments** |

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| Priority area 3 |
| Description of priority area:  **Continue to offer the same level of access following the changes to GPs and sessions** |
| What actions were taken to address the priority?  **Due to retirement, we are taking on 2 salaried GPs. One to start May 2018 and currently advertising for the other position**  **We intend to maintain the same level of access during the recruitment process** |
| Result of actions and impact on patients and carers (including how publicised):  **Changes will be made to current rotas and will be publicised on the practice website, NHS Choices website and the practice leaflet** |

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 continues to raise awareness of the online service available. At March 2018 14.5% of patients have online access**
* **The practice introduced a new text messaging service which allows patients to cancel appointments via text. This has helped reduce the number of Did Not Attend (DNA) appointments**
* **The new text messaging service has enabled the practice to send flu campaign information to patients to encourage a greater uptake of the influenza vaccine**
* **The practice applied to the council’s planning department to have a tree removed from the car park but this was turned down due to the preservation orders on all the trees – ongoing planning application**
* **Fish tank removed as the old fashioned brickwork presented a health and safety risk to children. Also the practice unable to find someone to maintain it regularly**
* **The practice continues to encourage patients to complete the Friends and Family feedback. Results are posted in the practice every month and results show patients have a positive experience at the surgery**
* **We have an active PRG member who attends the Calderdale Health Forum meetings and reports back to the group**
* **Several members of the group met with the Care Quality Commission (CQC) inspectors in June 2016 to give feedback about the practice. The feedback the practice received from the inspectors was very positive and the practice thank all those who attended**
* **Flooring replaced summer 2017- more suitable for the environment especially for infection control. Any spillages etc. are easily removed with no stains or marks being left**
* **Possibility of altering the layout of the front car park turning area – on hold at present until we get the tree removal application granted as this will help with manoeuvring around the car park**