Annex D: Standard Reporting Template

West Yorkshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: LONGROYDE SURGERY

Practice Code: B84623

Signed on behalf of practice: Joanne Kellett Date: 23.03.2015

Signed on behalf of PPG: PPG Date: 24.03.2015

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** | |
| Number of members of PPG: **18** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 48% (1939) | 52% (2065) | | PRG | <1% (7) | <1% (11) | | 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% (892) | 10% (418) | 13% (516) | 14% (551) | 17% (667) | 11% (428) | 8%  (327) | 5%  (205) | | PRG |  |  | <1% (1) | <1% (1) | <1%  (5) | <2%  (8) | <1%  (2) | <1%  (1) | |
| 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% (1118) | <1%  (8) |  | <1%  (21) | <1%  (20) | <1%  (3) | <1%  (15) | <1%  (5) | | 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%  (15) | <1%  (31) | <1%  (2) | <1%  (15) | <1%  (8) | <1%  (16) | <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:  **As well as a dedicated noticeboard for PRG in the waiting room, the practice has changed the registration pack to include details about joining the PRG which is given to every new patient. Details are also on the practice website and it was agreed this year to increase the profile via the website.**  **All 6th form colleges in Calderdale were sent details of practice PRGs inviting them to join.** | |
| 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 obtains feedback from the following means:**   * **Face to face** * **Via the practice website** * **Via NHS choices website** * **Suggestion box within the practice** * **Via PRG meetings** |
| How frequently were these reviewed with the PRG?  **Feedback is reviewed at PRG meetings or emailed to group if appropriate. We introduced a new telephone system and feedback from the group was sought** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  **Increase profile of PRG in an attempt to increase members** |
| What actions were taken to address the priority?   * **Application leaflet added to the welcome pack for new patients. Leaflet amended to include actions the group have already achieved** * **Dedicated PRG display area in the waiting room** * **Section on practice website dedicated to PRG** * **Practice newsletter** * **Copies of Good Practice Guide for PRGs developed by Voluntary Calderdale Action (VAC) are available in the waiting room** * **All Calderdale 6th form students were made aware of practice PRGs and invited to join** |
| Result of actions and impact on patients and carers (including how publicised):  **There is now more publicity available to patients and carers about the PRG. Since the introduction of the noticeboard, the practice has a new group member** |

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| Priority area 2 |
| Description of priority area:  **Update patients via an email distribution list** |
| What actions were taken to address the priority?  **The practice have introduced a newsletter which we hope, in the future, to be able to email to patients who have consented to receive communication in this manner** |
| 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 on patients as we can keep those who do not attend surgery regularly, updated on practice news** |

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| Priority area 3 |
| Description of priority area:  **Overhaul of the fish tank in waiting room. The tank was overgrown with only 2 fish and patients have always found it relaxing to look at while waiting for appointments** |
| What actions were taken to address the priority?  **Dr Brook spent a weekend completely emptying and cleaning the tank. He has added a variety of fish** |
| Result of actions and impact on patients and carers (including how publicised):  **From day one, the impact has been positive with many patient comments. It helps patients relax and keeps children entertained** |

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**

1. PPG Sign Off

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| Report signed off by PPG: **YES**  Date of sign off: 24.03.2015 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?  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?  **The report was sent to all PRG members for comment. No changes or additional comments added**. |