West Yorkshire Area Team

2016/17 Patient Participation Enhanced Service – Reporting Template

Practice Name: LONGROYDE SURGERY

Practice Code: B84623

Signed on behalf of practice: Joanne Kellett Date: 21.03.2017

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:  **Replace waiting room carpet with more suitable flooring** |
| What actions were taken to address the priority?   * **Fish tank removed** * **Quotes for flooring suitable for a GP surgery currently being obtained (March 2017)** |
| Result of actions and impact on patients and carers (including how publicised):  **New flooring will look much cleaner and will be much more suitable for the environment especially for infection control. Any spillages etc will be easily removed with no stains or marks being left** |

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| Priority area 2 |
| Description of priority area:  **Continue to promote online service to patients** |
| What actions were taken to address the priority?  **Patients actively encouraged to sign up by staff**  **Waiting room posters**  **Access to detailed coded records now also available** |
| Result of actions and impact on patients and carers (including how publicised):  **More patients using the online service should reduce the number of phone calls to the practice and relieve more reception time to deal with patient’s other matters**  **Patients are able to book appointments and request medication outside of practice opening hours**  **13% of patients are currently registered for online services. The practice will continue to promote this service to increase the number of registered users to 20% by March 2018** |

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| Priority area 3 |
| Description of priority area:  **Possibility of altering the layout of the front car park turning area** |
| What actions were taken to address the priority?  **Practice waiting until Spring to take this further** |
| Result of actions and impact on patients and carers (including how publicised): |

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.**
* **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**
* **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**