

Annex D: Standard Reporting Template

Lancashire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Yorkshire Street Medical Centre

Practice Code: P81008

Completed by: Michelle Hartley Practice Manager Date: 23.3.15

Signed on behalf of PPG: Date:

Please confirm that the report has been published on the practice website by 31st March 2015 YES (If no, please provide further information)

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, Other (please specify) Quarterly face-to-face meeting, email updates and important information to 'virtual group', practice PPG noticeboard in practice*

Number of members of PPG: 91

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	2936	2938
PRG	39	52

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1022	503	778	690	896	730	724	531
PRG	0	2	6	13	19	31	20	1

Detail the ethnic background of your practice population and PRG:

	British Irish	Gypsy or Irish traveller	Other white	White Mixed/ multiple ethnic groups	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice								
PRG	88	1	0	0	0	0	0	0

	Indian Pakistani	Bangladeshi	Asian/Asian British	Chinese	Other	Black/African/Caribbean/Black British	Other
Practice							
PRG	0	2	0	0	0	0	0

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:

**All new patients joining the practice are given information and a sign-up sheet to join the PPG.
Noticeboard, website & facebook gives information about membership to the group.**

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:

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

Quarterly meetings minuted.
Suggestion box with the PPG noticeboard.
Friends & family test.
Facility to email the practice with feedback.

How frequently were these reviewed with the PPG?

Quarterly

3.Action plan priority areas and implementation

Priority area 1

Description of priority area:

Access to primary care services.

What actions were taken to address the priority?

A selection of members of the PPG have been involved with a wider Burnley group to look at ways of improving access for patients. Improving ways of communicating with patients.

Our appointment system has been developed to provide a high level of accessibility and convenience for patients. Appointments can be made by phone or on-line and it is rare to wait more than 2 working days for a doctor's appointment (though not necessarily the patients preferred doctor). Emergency appointments and home visits can be arranged where **really** necessary. Prescriptions can also be requested on-line and medical history can be accessed.

Result of actions and impact on patients and carers (including how publicised):

A group (Burnley Patients Participation Network) has been up-and-running now for over 12 months, chaired by a member of our PPG. Minutes and agenda's are circulated to all the Burnley practices to encourage their own PPG members to join the group which then meets with representatives from East Lancs CCG as well as ELHT. Our PPG meeting agenda includes a permanent item to submit ideas/suggestions/criticisms/questions etc to ELCCG through the BPPN member.

Priority area 2

Description of priority area: Medicines Waste – ways of reducing wastage.

What actions were taken to address the priority? Representatives from the PPG have been involved in various patient promotions to encourage patients to take responsibility on the ordering of their medications and to highlight the cost implications of over-ordering.

Result of actions and impact on patients and carers (including how publicised): PPG reps have been involved in the local advertising campaign to address 'wastage'.

Priority area 3

Description of priority area: Improving disability access into the surgery. Patients requested a ramp to be installed at the front of the building.

What actions were taken to address the priority? A new ramp was erected at the front door to ease access for less mobile patients.

Result of actions and impact on patients and carers (including how publicised): Improved access for patients. A photo of the new ramp was issued on the practice facebook page, titled; 'we listened and responded', with the aim of encouraging more patients to join our PPG and to give the practice constructive feedback.

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):

Our PPG is now long established since 2011. The practice does struggle to attract new members to the inner group (those attending the quarterly meetings), however the use of social media (facebook) has attracted membership to the virtual group from a younger age-group.

Patients are concerned when given the numbers for 'did not attend' and we have asked them to assist with a new 'dna policy' aimed at reducing the number of 'dnas'.

A lot of the issues raised by our PPG tend to relate to wider issues regarding service provision provided by other providers (ELHT). Many concerns have been passed forward via the CCG but little to no feedback is received for us to inform our members. This is frustrating as we are concerned that the lack of feedback will undermine our efforts with our PPG. We hope that the Burnley Patient Participation Network (BPPN), of which our members are involved will be the channel for dealing with many of these issues in future.

4.PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? – quarterly newsletters, messages on back of prescriptions.

Has the practice received patient and carer feedback from a variety of sources? Suggestion box in reception.

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes, issues discussed at quarterly meetings.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Patient satisfaction high.

Do you have any other comments about the PPG or practice in relation to this area of work?

Please submit your report to: england.lancsat-medical@nhs.net by 31st March 2015