

Annex D: Standard Reporting Template

North Yorkshire and Humber Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Morrill Street Group Practice

Practice Code: B81008

Signed on behalf of practice: _____ Date: 27/3/15

Signed on behalf of 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, Other (please specify) Telephone, email and face to face.																																												
Number of members of PPG: 7																																												
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 20%;">%</td> <td style="width: 40%;">Male</td> <td style="width: 40%;">Female</td> </tr> <tr> <td>Practice</td> <td>6870</td> <td>6908</td> </tr> <tr> <td>PRG</td> <td>4</td> <td>3</td> </tr> </table>				%	Male	Female	Practice	6870	6908	PRG	4	3	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 10%;">%</td> <td style="width: 10%;"><16</td> <td style="width: 10%;">17-24</td> <td style="width: 10%;">25-34</td> <td style="width: 10%;">35-44</td> <td style="width: 10%;">45-54</td> <td style="width: 10%;">55-64</td> <td style="width: 10%;">65-74</td> <td style="width: 10%;">> 75</td> </tr> <tr> <td>Practice</td> <td>2858</td> <td>1303</td> <td>1984</td> <td>1860</td> <td>2028</td> <td>1558</td> <td>1227</td> <td>960</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>4</td> <td>2</td> <td>1</td> </tr> </table>					%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	2858	1303	1984	1860	2028	1558	1227	960	PRG						4	2	1
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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	5922	12	8	356	8	28	13	32
PRG	7							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	20	9	14	20	74	45	0	15	19	7183
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:

- We have tried to recruit patients from our Practice list and look at age, ethnicity and gender and like others we have found this extremely difficult. We have our PPG advertised on our Jayex TV, website and our team ask patients if they would like to join. Unfortunately we are still not recruiting new members to our 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:

- Patient Survey
- Complaint/suggestion forms
- Friends and Family tests

How frequently were these reviewed with the PPG?

- We have specifically spoken to the PPG about feedback in one of our meetings.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ul style="list-style-type: none">- Patient experience of getting through over the telephone.
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">- Our first priority area was the speed of answering those 8am early calls to ensure our patients were dealt with in a prompt way. We now have all non-clinical staff answering the telephones from 8am until approximately 8.10am. Even though this is only 10 minutes it has been very successful in clearing our switchboard and signposting patients appropriately.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">- We are starting to slowly receive positive feedback that the speed of getting through to speak to a staff member is improving. We have made changes to our telephone system so we now have a message advising patients of our telephone procedures and call waiting.- We are also using our Jayex TV to advise patients of these changes.

Priority area 2

Description of priority area:

- Promoting online services.

What actions were taken to address the priority?

- The survey highlighted that we still have a large proportion of our patient list not aware the online services we offer. All Reception staff advise patients of the services we offer online and we have a large noticeboard that has an online advertisement in it. Within the survey when asked if they knew about online services we offered/advised the patient to speak to a member of staff for more information. This is also advertised on the Jayex TV.

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

- We now have over 1300 patients signed up for online access and the number is increasing daily.
- We are looking at further promoting in this area as we feel this benefits the surgery and our patients.

Priority area 3

Description of priority area:

- Choice of GP

What actions were taken to address the priority?

- Over the last 6 months the Practice has had unsettled period due to long term GP sickness to keep levels of access up we have used locum GPs to cover this.
- We are now over this unsettled period and have just recruited to female GP Partners to join the surgery from 1st April 2015.
- To promote online access were a patient has the choice of GP appointments.
- We are also looking at the PPGs suggestion of having photographs and names of our GPs on the Jayex TV so patients are familiar with all our GPs.

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

- We are just rolling out these changes so the impact has not fed back to us yet.

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):

We made radical changes after last year's report including;

- GPs reducing their annual leave by one week to increase surgery time/availability.
- No pre-booked appointments in a morning as we leave these open for on the day appointments.
- Specified review appointments for a GP to bring back patients that they need to see therefore not reducing 'normal' surgery time.
- In the afternoon clinics we have availability for patients to book 14 days in advance, 1 day in advance, online booking and same day booking.

All of the above was put in place 12 months ago and patient feedback has been extremely positive as patients have more choice of appointments. We have seen a remarkable difference some days on appointments that have not been filled.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19/3/15

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?

We have tried to recruit new members of the PPG but like many Practices find this extremely difficult as we do not gain commitment from these patients. Our PPG is a well established positive group who would rather be small but positive rather than large and non-functioning.

We run annual surveys to try and engage with the wider Practice population and gain feedback. We actively encourage patients to complete our friends and family test and take any written comments on board.

We met with the PPG to discuss the survey results and look at priority areas/actions for the next 12 months. It is too early to comment as to whether these have improved our services.