

Annex D: Standard Reporting Template

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

Practice Name: Elvington Medical Practice

Practice Code: B82081

Signed on behalf of practice:  Date: 19/03/2015

Signed on behalf of PPG:  Date: 19/03/2015

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? Yes																												
Method of engagement with PPG: Primarily face to face at quarterly meetings																												
Number of members of PPG: 27																												
Detail the gender mix of practice population and PPG:																												
<table border="1"> <tr> <td>%</td> <td>Male</td> <td>Female</td> </tr> <tr> <td>Practice</td> <td>49</td> <td>51</td> </tr> <tr> <td>PRG</td> <td>29</td> <td>71</td> </tr> </table>		%	Male	Female	Practice	49	51	PRG	29	71																		
%	Male	Female																										
Practice	49	51																										
PRG	29	71																										
Detail of age mix of practice population and PPG:																												
<table border="1"> <tr> <td>%</td> <td><16</td> <td>17-24</td> <td>25-34</td> <td>35-44</td> <td>45-54</td> <td>55-64</td> <td>65-74</td> <td>> 75</td> </tr> <tr> <td>Practice</td> <td>19.3</td> <td>8.2</td> <td>7.7</td> <td>13.8</td> <td>16.9</td> <td>13.7</td> <td>11.8</td> <td>8.6</td> </tr> <tr> <td>PRG</td> <td>0.0</td> <td>11.0</td> <td>0.0</td> <td>21.0</td> <td>21.0</td> <td>14.0</td> <td>29.0</td> <td>4.0</td> </tr> </table>		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	19.3	8.2	7.7	13.8	16.9	13.7	11.8	8.6	PRG	0.0	11.0	0.0	21.0	21.0	14.0	29.0	4.0
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75																				
Practice	19.3	8.2	7.7	13.8	16.9	13.7	11.8	8.6																				
PRG	0.0	11.0	0.0	21.0	21.0	14.0	29.0	4.0																				

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 African	White & Asian mixed
Practice	33%	0%	0%	35%	1%	1%
PRG						

	Asian/Asian British				Black/African/Caribbean/Black British			Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%
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:

Our practice population is ethnically not very diverse, as shown by the statistics above, where many of the '1%'s represent one or two patients. As such we have not taken any steps to reach out to specific ethnic groups.

We have a gender imbalance in our patient group representation with a much larger proportion of women than men. We have attempted to improve this balance through further advertising of the group. As we are trying to increase the numbers of attendees generally, we have not however limited female recruitment. While we have recruited additional male members, we have in fact recruited a greater proportion of female. One male member of the group has also passed away since the last report.

We have a fairly representative spread of ages in the group, taking into account that no under 17's are members of the group. The group in which we really need to recruit is the 25-34 group. We have attempted to do so through advertising at the local school and at mother & baby groups. We also have an improved website which we hope will be used by increased numbers of people in this demographic group, and the PRG is featured on the home page.

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:

We have several media through which patients can feed back to the practice. Primarily we have quarterly Group meetings at which patient representatives are invited to feed anything back to the group that they would like. Our new website has forms through which comments and complaints can be submitted, which has resulted in both. We have a suggestions box in the waiting area which is checked regularly and submissions collated.

How frequently were these reviewed with the PRG?

Where appropriate, feedback is collated and presented to the group on a quarterly basis at their meetings. This tends to take the form of agenda items being suggested for discussion where we have received feedback that is significant in either frequency of suggestion, or seriousness of suggestion.

Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improvement of communication with patients

What actions were taken to address the priority?

The Practice has in the last year launched a new website. This has greatly increased functionality allowing the Practice to disseminate news and information more quickly and in a more structured way. This has proven incredibly popular with patients and we have seen steady growth in the number of unique visitors each month, which is now over 1,000 per month. In addition we have set up Facebook and Twitter accounts to broaden our reach.

We are also working on the information that is presented around the practice to ensure a consistent and effective use of noticeboards etc. One of our practice nurses has taken responsibility for this and is overseeing a monthly health promotion programme. This will make sure that messages displayed in the Practice are current and appropriate, as well as preventing boards from getting overcrowded.

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

The number of patients actively using our site for information and online services such as booking appointments and ordering repeat prescriptions has increased. The impact of this on patients is that they are less reliant upon coming to the surgery or waiting on the phone to do so. In turn that opens up opportunities for other patients who do need phone contact with the surgery.

We hope that the improvement of health promotion will in turn improve the patients' health as they will have an increased awareness of various healthcare issues and be more likely, and able, to identify when to seek advice.

Priority area 2

Description of priority area:

Practice telephone system

What actions were taken to address the priority?

This has been a problem for the practice for some time, as we are reliant upon the York Hospital to support our telephony provision. This arrangement is due to terminate later in 2015, and we are actively pursuing alternative options alongside the other practices of the Vale of York CCG. This has included involvement and attendance of CCG-led meetings to discuss possible solutions and assess prospective suppliers.

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

We hope that within 6 months we will have a new network and telephone system in place to provide an improved quality of telephone service to our patients. We have publicised this both on our website and by placing posters and leaflets within the Practice branches. We understand that many patients will be unaware of the reasons behind the poor phone service and so are making every effort to publicise this.

Priority area 3

Description of priority area:

Access to doctors, particularly relating to waiting times and appointments where seeing the doctor may not be necessary.

What actions were taken to address the priority?

The Practice has introduced a telephone appointments system whereby each GP has four bookable telephone appointments in each session. These take the place of two face-to-face consultations.

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

This has increased our appointments capacity by about 80 per week. The telephone appointments are designed for consultations that do not need an examination, such as medication reviews or test/diagnostic follow-ups. Where this can be done by phone, there is obviously no requirement for the patient to come to the practice. This saves a significant amount of time and effort for the patient in having to take time out from work or other activities to attend the practice. Having fewer patients in the Practice also helps to reduce the waiting time for those in attendance.

This has been publicised through our website.

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):

This is our first full year in the PPG programme. While the group's first meeting was held in March 2014, it is not possible to compare progress this year against last.

3. PPG Sign Off

<p>Report signed off by PPG: Yes</p> <p>Date of sign off: 19/03/15</p>
<p>How has the practice engaged with the PPG:</p> <p>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?</p> <p>How has the practice engaged with the PPG:</p> <p>How has the practice made efforts to engage with seldom heard groups in the practice population? The practice has actively tried to engage with all of the patients in the form of posters, a newsletter, a new website and has been proactive in seeking the views of the patient group. They have targeted the younger members of the practice and men in particular, who seem reluctant to have a view!</p> <p>Has the practice received patient and carer feedback from a variety of sources? A practice questionnaire to all patients meant that they received feedback from a variety of patients. They have an on-going feedback mechanism, all of which is taken into consideration.</p> <p>Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes, the practice had several meetings with the patient group to discuss priority areas in the practice. The practice totally took on board the suggestions made by the patients group and encouraged patients to suggest any further improvements that could be made. These meetings are always positive and are attended by one of the Partner Doctors and the Business Manager. The meetings are now a regular thing, bi-monthly and each meeting a different Doctor attends. They are always open to change and new ways of working that will benefit the patients care.</p>

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

Yes, we now have two new patients groups which are a great success. The telephone answering system has been updated and the new website enables patients to get results, make appointments, see the results of tests, and contact the surgery. For those who do not have access to the internet there is a monthly Newsletter that is available, not only in the surgery, but is actively distributed throughout the catchment area for the practice and placed in Village shops, village pharmacy, village halls, as well as in the Doctors surgeries. The midwives and practice Nurses also will have copies in the near future, to distribute on their rounds.

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

It is refreshing to have a pro-active practice of Doctors who are forward thinking and who are happy to discuss feedback and any proposed changes with patients. It is obvious they care about their patients and the whole practice obviously work together as one team to aid the common good. The practice deals with such a diverse age range of patients and is always happy to have feedback. The Patient Group are welcomed with opened arms and are encouraged to discuss anything that is needed. It is designed as a critical friend and not a finger pointing exercise. These meetings always end with a positive outcome with action points, both for the Doctors, Admin staff or patients group. It is a pleasure to be associated with such a good practice and we are very fortunate - if anything in the media is to be taken seriously!