

Annex D: Standard Reporting Template

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

Practice Name: THORNBURY MEDICAL CENTRE.

Practice Code: B83005.

Signed on behalf of practice: MRS.DEIRDRE FALLS-BUSINESS MANAGER. Date: 25/03/2015.

Signed on behalf of PPG: ANGELA MAHER-ASSISTANT PRACTICE MANAGER.
Date: 25/03/2015.

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

Does the Practice have a PPG- YES											
Method of engagement with PPG: Face to face, Email, Other (please specify)-Local Mother and Baby Group. In House via LED board and posters.											
Number of members of PPG: 30.											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	3837	3551	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	13	17	Practice	2003	859	1303	1046	777	578	383	335
			PRG	0	1	2	8	3	8	3	5

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	1773	41	0	414	20	21	32	37
PRG	17	1		2				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	344	2459	92	31	87	48	19	0	0	103
PRG	1	8	1							

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: The most under represented group are patients aged 17-24. We continue to actively promote this group through the local youth club and local sixth form schools, as well as opportunistically in surgery, but, unfortunately attracting young people to this group is very difficult. We continue to promote through The Thornbury Centre which has proved successful in attracting members of all ages, gender, and ethnic background.

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:

1. Suggestion Box. 2. Patient Questionnaires. 3. Compliments. 4. Complaints. 5. Family and Friends Test. 6. Integrated Care-Social Worker, Carers Resource.

How frequently were these reviewed with the PRG?
EVERY 12 WEEKS.

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 387 1111 421">Description of priority area: ACCESS: Reviewed and Discussed.</p> <p data-bbox="203 461 2033 531">To Increase the number of on-the-day appointments, and Telephone consultations. Access was a main problem-this is a common problem in all areas of Bradford.</p>
<p data-bbox="203 647 887 681">What actions were taken to address the priority?</p> <ol data-bbox="203 687 1966 826" style="list-style-type: none"><li data-bbox="203 687 1093 721">1. We have increased the number of –same day appointments.<li data-bbox="203 724 1487 758">2. We have increased the number of on-line appointments, to meet the increasing demand.<li data-bbox="203 761 1966 826">3. We have increased-patient awareness about the on-line booking arrangement, and given them information about getting a password.
<p data-bbox="203 983 1312 1016">Result of actions and impact on patients and carers (including how publicised):</p> <ol data-bbox="203 1056 2018 1126" style="list-style-type: none"><li data-bbox="203 1056 2018 1126">1. Increase in the number of patients using the on-line service, appointments and ordering prescriptions. Patients and carers feel involved, independent, having a say in their own booking, and whoever they are caring for. <p data-bbox="203 1166 1928 1236">Publicised; 1.Posters in waiting area-on-line service.2.Newsletter-a quarterly update of all information including our on-line service.3.All housebound patients, and, carers receiving a Newsletter information sheet. 4. Practice website.</p>



Priority area 2

Description of priority area: To reduce the number of DO NOT ATTEND appointments. There is still a number of appointments that are not cancelled by patients-left unused.-this could have been a very useful appointment for some other patient.

What actions were taken to address the priority?

1. Reminder Systems-A text messaging system, which sends out reminders 24 hours prior to appointments.
2. Follow DNA protocol for the practice-more rigorously.

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

1. Reporting back to the PPG meetings-the new system.
2. The registration for this new system has increased, has proved very successful.
3. Patients are very grateful and appreciate the practice for reminding them of their appointment.

Publicised: 1.Practice newsletter. 2. Practice website-minutes of the PPG meeting. 3. Waiting area-Poster-DNA Monthly figures.4.Back of the prescriptions-message.-new service.

Priority area 3

Description of priority area: EDUCATION-Self-Care/Voluntary Services Available.

What actions were taken to address the priority?

PROMOTING –SELF-CARE:1.Self-help board in waiting area-implemented with Information Sheets on how to look after yourself and family at home-without the need to see a doctor all the time.2.Promoting the website-www.choices.nhs.uk-in the surgery.3.Practice website-“What should I do” section. 4. Newsletter-common ailments for the time of year-Spring/Summer/Autumn/Winter. 5. Self-care booklets.

VOLUNTARY SERVICES –available-Health Plus Advisors. Carers Resource stands.

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

1. More patients are reading the information in the waiting area.2.Making use of the information leaflets.3.Newsletters is a great success.

Publicised: Posters in waiting area. Practice website. Newsletter.

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):

ISSUES RAISED: REVIEW OF CURRENT ACUTE APPOINTMENTS-MORE APPOINTMENTS RELEASED ON DAY.INCREASED TELEPHONE CONSULTATIONS, AND, TRIAGE CLINICS.

PRESCRIPTIONS-ON-LINE.: THE PRACTICE HAS A VERY ACTIVE ORDERING VIA THE ON-LINE SERVICE, WHICH IS WIDELY USED.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 17/03/2015.

How has the practice engaged with the PPG: MEETING EVERY 12 WEEKS

How has the practice made efforts to engage with seldom heard groups in the practice population-WEBSITE, NEWSLETTER

Has the practice received patient and carer feedback from a variety of sources-YES-ALL AREAS

Was the PPG involved in the agreement of priority areas and the resulting action plan-YES

How has the service offered to patients and carers improved as a result of the implementation of the action plan-VERY SATISFIED.

Do you have any other comments about the PPG or practice in relation to this area of work-NO.