

Annex D: Standard Reporting Template

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

Practice Name: Oaklands Health Centre

Practice Code: B85610

Signed on behalf of practice: Dr Yusuf Shamsee Date: 23rd March 2015

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) Face to face											
Number of members of PPG:28											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	49%	51%	Practice	20%	8%	10%	15%	16%	13.5%	11.5%	2%
PRG	40%	60%	PRG	0%	0%	7%	28.5%	18%	28.5%	11%	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 Caribbean	White &black African	White &Asian	Other mixed
Practice	95%	1%	0%	0%	0%	1%	1%	0%
PRG	100%	0%	0%	0%	0%	0%	0%	0%

	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%	0%	1%	0%	0%	0%	0%
PRG	0%	0%	0%	0%	0%	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:

The first meeting of the group was 22nd March 2011. The members were recruited via a campaign advertising the formation of the group. Recruitment is an ongoing problem and we continue to promote the group as follows:

- Messages, notices, information leaflets are all on display in the waiting room
- The Practice website encourages involvement and participation
- New patients are informed about the group on registration and invited to meetings

Unfortunately the group is not representative of the practice demographic.

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? YES/NO
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:

- Patients complete Patient Satisfaction sheets and these are reviewed
- The Practice participates in the Friends and Family Test – although this is a mandatory requirement, feedback is reviewed monthly and any issues arising from patients responses would be discussed at a practice level and reported to the PPG if appropriate
- Comments and suggestions box
- NHS Choices
- Complaints and compliments procedures

How frequently were these reviewed with the PRG?

- These discussed at all meetings (4-5 meetings per annum)

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Communication with patients: The group highlighted that patients seemed to be getting duplicated information from the surgery. The Practice is looking into different avenues of communications with patients which include email, texting, letters, the internet/website and telephone calls. There are ongoing issues in terms of making sure that methods used are secure and confidential.

What actions were taken to address the priority?

The Practice is keen to improve its communication with patients, however, it is imperative that whatever channels of communication are adopted that these are secure in terms of patient confidentiality and data protection. The Medical Protection Society was contacted for advice and guidance on this matter.

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

- The practice stopped sending letters to patients regarding their test results – unless they cannot be contacted by telephone
- Patients are informed at the point of having their test that the result will be available in 3-5 days and that they can ring if they choose
- Alternatively the patient will be contacted by telephone with their results if necessary
- From the advice that was obtained from the MPS the Practice will now be looking at the different options which are available and are in line with national guidance on Information Governance issues

Priority area 2

Description of priority area:

Surgery opening times & Patients who work

The Practice offers a comprehensive selection of Opening Times – evenings and weekends

What actions were taken to address the priority?

The Practice is actively looking at further extensions of Opening Times

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

- Extended hours for both Doctor and Nurse Surgeries run twice a week.
- In April 2014, the Practice decided to open for a trial period on a Saturday and Sunday. This proved successful and continues on a Saturday morning
- During the winter of 2014/2015 the Practice took part in the local initiative 'Winter Pressures', a scheme which ran in conjunction with NHS 111 to redirect patients to Primary Care rather than attending A&E.

The Practice will continue to review Opening Times

Priority area 3

Description of priority area:

Email and Skype Consultations

What actions were taken to address the priority?

The group were asked what they thought about these concepts. The group felt that these would feel strange at first but for the patients that used it, they would soon get used to it. More and more patients are using email as a form of communication with the Practice unaware that this is currently an unsecure facility

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

- Skype consultations were something that the group and the Practice and the PPG would continue to review
- The Practice is in the early stages of how we can safely facilitate the use of email.
- Following the introduction of Online Access to Patient Records, patients now have the facility to view their records (following consultation with a GP) as well as booking appointments and ordering repeat medication

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):

2012:

Privacy at the reception desk:

Signage was developed and display with good effect.

Practice Website:

The Practice website was advertised in the waiting room, patient leaflet and on the notice boards. The website is now used frequently both by both existing and potential patients.

2013:

The promotion of Nurse Practitioner Appointments:

These are now fully utilised.

Car Park Safety:

Meetings were held with the local council who carried out a survey of the car parking area.

All issues have now been resolved.

2014:

Educational events for patients:

The group suggested that health education events be held at the surgery. This remains under development.

4. PPG Sign Off

Report signed off by PPG: NO

Date of sign off:

How has the practice engaged with the PPG:

- Regular meetings throughout the year (5 meeting in 2014/15)
- Minutes are emailed / posted to all group members irrespective of whether or not they attend the meetings

How has the practice made efforts to engage with seldom heard groups in the practice population?

- Information notices, posters and messages are displayed in the reception area

Has the practice received patient and carer feedback from a variety of sources?

- The majority of feedback from patients is either verbal or by letter and is reviewed on an individual basis. Any trends are noted and actioned upon - no trends have been identified to this point.
- Group members also report back at the meetings about any feedback they have had

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

- The PPG are keen to develop the variety of ways that patients can communicate with the practice
- Opening times and access to services are a joint priority

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

- Saturday morning opening has improved access for workers and carers
- Patients have received their test results more promptly

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

- Our PPG is very positive about the service that we provide and this can make obtaining a balanced view of the services

difficult to gauge

The Practice actively attempts recruitment in the following ways:

- The Practice website encourages involvement and participation
- New patients are informed at the point of registration and are invited to meetings