

Annex D: Standard Reporting Template

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

Practice Name: Ilkley Moor Medical Practice

Practice Code: B83624

Signed on behalf of practice: Mark Evans Date: 20th 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) Meeting of PPG every two months + sub-group meetings as required and virtual PPG											
Number of members of PPG: 15											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	48	52	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	47	53	Practice	2548	1004	1064	1690	2271	1657	1498	1910
			PRG	0	0	0	0	1	5	4	5

Detail the ethnic background of your practice population and PRG: (estimated where ethnicity is not read coded)

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	13490	25	0	85	4	5	20	13
PRG	15	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	5	7	1	22	2	5	5	3	2	28
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 patient participation group is representative of our patient population, engagement with the group and interest from potential new members is constantly encouraged via the practice website, PPG notice board and through the various health awareness talks and annual health awareness day. The group is specifically targeting the engagement of young people and will embark on further efforts in 2015/16 to encourage new memberships from all members of the patient population

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:

Feedback has been covered from the PPG during the bi-monthly meetings which all included practice updates and / or topics for discussion. The friends and family test data has been presented and discussed at each PPG meeting. The PPG also has a number of sub-groups working on the areas of focus agreed at the beginning of the financial year which feed back into the main meeting.

How frequently were these reviewed with the PRG?

Every two months

Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Patient access (appointments)</p>
<p>What actions were taken to address the priority?</p> <p>As part of the service development sub-group the PPG are working with the practice on how access can be improved. This has started with an analysis of DNA (did not attend) data presented to the PPG meeting in September 2014. This data is now being more closely analysed in order to explore ways in which this can be reduced.</p> <p>Other areas discussed during the year were</p> <ul style="list-style-type: none">-%age of pre-bookable appointments for online access-Use of text and e-mail for appointment reminders and cancellations-The role of community pharmacy and the pharmacy first scheme
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The practice has not made significant changes to its appointments system, the %age of pre-bookable appointments was increased in the previous financial year and more time is needed to assess if the right balance has been achieved. The practice is also currently reviewing its appointment triage process and will involve PPG in the redesign of this in the coming months.</p>

Priority area 2

Description of priority area:

Patient engagement and communication (waiting room layout and information)

What actions were taken to address the priority?

The PPG sub-group in this area conducted a face to face survey of patients in the waiting rooms and drafted a report for the practice on the key areas to address which included

- Recovering waiting room chairs where upholstery was looking worn
- De-cluttering the waiting room walls which had too many notices and posters
- Addressing the flooring in some areas which were looking worn
- Reviewing the waiting room seating layout to be less regimented
- Decorating the walls
- Working with schools to display artwork to brighten the surgery

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

Based on the feedback and the report from the PPG the practice auctioned the following

- Recovering of chairs
- New flooring
- De-cluttering waiting room walls

School artwork will be installed during FY 2015/16. Waiting room layout changes were considered but it was concluded that the current arrangements were the most appropriate taking other feedback from previous years into account.

Priority area 3

Description of priority area:

Increasing awareness of PPG and Health Information Talks

What actions were taken to address the priority?

A sub group of the PPG has been established for some time. This group organises periodic evening sessions with guest speakers on a wide range of health related topics. The most recent being stress awareness and the next planned talk being around support for elderly patients after hospital discharge. This group continues to be active and the PPG as a whole are generating more ideas for future talks. With respect to increasing awareness of the PPG the chair and other members have attended other events that provide networking opportunities including the local patient group network and Keighley and Ilkley voluntary and community support group.

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

The health awareness talks are very well received by our patients and the wider community; they are well attended and generate healthy discussion on the topics presented. They give attendees the opportunity to find out more about specific areas of health and where they should go if further support is needed. The talks are widely publicised in the surgery and on the website. For the annual health awareness day members of our PPG spend their own time handing out flyers in the town centre.

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):

The challenge of patient access continues to be a recurring theme. The practice has made adjustments to the pre-bookable appointment ratio and will continue to monitor the impact of this. The telephone access at surgery opening also continues to be evaluated, this included a telephone call audit which concluded that staffing levels were employed appropriately at the times of peak call demand. The practice will continue its work with the PGG and wider patient population in improving access for patients and maintaining the comprehensive service provision currently available.

3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 27th March 2015

How has the practice engaged with the PPG:

Through meetings every two months plus sub-group meetings as required

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?

Yes, priority areas agreed with PPG and sub-groups aligned

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?