

Annex D: Standard Reporting Template

Yorkshire & Humber Area Team
 2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Name: Westcliffe Medical Practice

Practice Code: B83013

Signed on behalf of practice:

Date: 30/3/15

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 and Email | | | | | | | | | | | |
| Number of members of PPG: 8-10 face to face | | | | | | | | | | | |
| Detail the gender mix of practice population and PPG: | | | | | Detail of age mix of practice population and PPG: | | | | | | |
| % | Male | Female | | | | | | | | | |
| Practice | 50 | 50 | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
| PRG | 30 | 70 | Practice | 9 | 16 | 14 | 13 | 11 | 8 | 7 | |
| | | | PRG | | 10 | | 10 | 30 | 40 | 10 | |

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 | 85 | | | | | | | |
| PRG | 100 | | | | | | | |

| | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | |
|----------|---------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|-------------|-------|-----------|
| | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Any other |
| Practice | | | | | | | | | | |
| 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:

The practice and the PPG have tried for the past several years to recruit more members and from more varied ethnic backgrounds, age, sex, disease group and special needs and will continue to do so. This has involved recruitment drives via posters and leaflets in the surgery.

Members of the group are reasonably static with perhaps one new member joining each year and one stepping down either temporarily or permanently due to personal circumstance. The core members of the group ie regularly attend and are most active in any activities have been static for some time and have now been on a journey together in terms of their learning and understanding of how the practice works and their experience in gaining feedback from the wider practice population.

Westcliffe Medical Practice PPG members continue to work closely with Shipley PPG members enjoying shared meetings and events. The two practices come under the same partnership from 1 April 2015 and therefore the two practices have been working closely together for some time and therefore so have their PPGs. One of the reasons each PPG was keen to work with the other was to increase the number of members and range of input into discussion and this has worked well as both practices continue to align their ways of working and move into a central infrastructure across the Westcliffe Group of practices which now comprises over 19,000 patients and 5 GP practices in the Bradford area.

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:

Information is shared with the PPG as relevant to the agenda and has involved feedback from the Friend & Family Test (FFT), results of in-house surveys, results of national surveys such as GPES and other performance data often benchmarked against other practices such as disease prevalence rates and achievement against the Quality Outcomes Framework (QoF) as well as feedback from Care Quality Commission (QCQ) inspections etc. The practice will also give verbal reports such as summary of any patient education events that have been run or updates on new national, local or in-house initiatives and changes and therefore consult and involve the members. PPG members also provide feedback to the group in terms of their findings from any other patient networks or other activities they are involved in or information they have gained from various sources.

How frequently were these reviewed with the PRG?

More often than not at each meeting the practice will have produced some form of written or verbal information to be shared with the PPG to help inform discussion on an agenda item or a PPG member will share some information. This will either be as a result of an action at a previous meeting or a new topic introduced at that meeting.

3.

Action plan priority areas and implementation

| Priority area 1 |
|---|
| Description of priority area: Creation of a Newsletter |
| What actions were taken to address the priority? Created monthly Newsletter's to introduce new staff and inform patients of any new services. Publicise Awards the Surgery have being awarded. General Self-help issues. Publicise of any surveys & FFT (Friends and Family Test) |
| Result of actions and impact on patients and carers (including how publicised): <ul style="list-style-type: none">• Newsletter uploaded on the Surgery website.• A summary & results of the Friends & Family Test and agreed actions & progress will be published in our Newsletter, Website & Reception Callboard• Raising awareness of the PPG and other patient event activities in our Newsletter• Welcoming New Staff & acknowledging when current staff leave our Practice due to retirement• Promote self-help issues• Publicise our achievements that the Practice has been awarded |
| Priority area 2 |

Description of priority area:

Continue to develop & improve the various patient education events, focus & support groups. Also update website regularly & callboard information

We are pleased to announce that Westcliffe Medical Practice have been accredited as working towards being a 'Dementia Friendly Practice' by the Bradford District Dementia Action Alliance.

What actions were taken to address the priority?

Between 1 April 2015 and 31 March 2016 the practice ran the following drop-in events:

- Know your BP
- Healthy Living Advice Day
- Get your heart rhythm checked
- Dementia event

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

Those patients and carers who attending the above listed events should have come away better informed and more supported. This in turn helps promote patient and their family self care. This also raises awareness of and therefore early diagnosis and treatment as well as better management of existing conditions and therefore can directly improve health outcomes and patient wellbeing.

The events were advertised via leaflets, posters, and written invitation.

Priority area 3

Description of priority area: online services

- Booking appointments
- Repeat prescribing
- Patient record summary
- Patient coded medical records
- Patient 'messaging'

What actions were taken to address the priority?

Continue to promote our online services so patient's are not having to attend the surgery for booking routine appointments/repeat prescriptions etc

Also we would like to introduce a facility within the future that patients are able to leave messages for GP's within their online login, so we can then follow up online rather than patients contacting the surgery via telephone or coming down to the surgery. This still needs to be looked at & promoted eventually but is something we will be working on when guidance is received.

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

Patients who have registered online are now able to request to look at their coded medical records. A request is sent into the practice for a clinician to authorise.

Patients are able to view results of blood results, medication, & access to coded medical records, which will save patients having to telephone the surgery or come in personally.

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):

| Action from previous year |
|---|
| <ul style="list-style-type: none">• Priority area from last year was to review results of FFT• Some of the issues raised was to create a Newsletter monthly• Raised awareness of PPG – updated our Health-check forms and offering a Virtual Patient Participation Group contact form within the Registration pack.• Also to have continued improvements access of continuity of care. |

PPG Sign Off

Report signed off by PPG: YES

Date of sign off: Content of this report agreed verbally at the PPG meeting held on 3 March 2016. Not signed by a member at the point of loading the report to the practice web-site. Signature sought and once received this report will be replaced by the signed version.

How has the practice engaged with the PPG:

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

Yes via attempts to recruit to the PPG and via activities the PPG has undertaken

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

Yes

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?

Better informed patients about how to access the range of services available and attempts made by the practice to improve continuity of care. The patient education/drop-in events and focus groups are of great value and help educate and support patients and their carers. There are various examples and feedback where patients have accessed support that they would not have known about without these events.

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

The members of the PPG and the practice are committed to working together in the future and aim to continue to build an effective relationship where the patient's voice is heard and is helping improve the patient experience and health outcomes and help the practice manage its scarce resources. The group wishes to continue to build links with other PPGs from other practices in the Westcliffe group as well as neighbouring practices.