Annex D: Standard Reporting Template

West Yorkshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Meltham Road Surgery

Practice Code: B85016

Signed on behalf of practice: Dr Anil Aggarwal Date: 12.3.2015

Signed on behalf of PPG: KD/SI/MF Date: 12.3.2015

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

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| 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: 20 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 50.6 | 49.4 | | PRG | 40 | 60 | |  |  |  | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 2266 | 922 | 1536 | 1332 | 1166 | 952 | 696 | 559 | | PRG | 0 | 0 | 10% | 20% | 10% | 0 | 30% | 30% | |
| 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 | 55% | 0.5% | 0 | 2% | 0.5% | 0.75% | 0.75% | 0 | | PRG | 95% | 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 | 6% | 25% | 2% | 0.5% | 4.5% | 1.5% | 0.5% | 0.5% | 0 | 0 | | PRG | 5% | 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:  **1 Advertising in the waiting room**  **2 Active attempts to recruit in children’s clinic**  **3 Clinicians have tried to promote it to a wide selection of patients, especially young patients and ethnic minorities.** | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:   1. **Friends and Family forms** 2. **Suggestion box in the waiting room** 3. **Feedback from PRG members** |
| How frequently were these reviewed with the PRG? **Every 3 months** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: **Text messaging service for influenza vaccination** |
| What actions were taken to address the priority?    **The practice sent a ‘text’ reminder to all patients with a mobile telephone number who were due for an influenza vaccination**. |
| Result of actions and impact on patients and carers (including how publicised):  **This has been well received and the uptake of this vaccination has improved.** |

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| Priority area 2 |
| Description of priority area: **Drinking water for patients in the waiting room** |
| What actions were taken to address the priority? **A water cooler was installed in the waiting room** |
| Result of actions and impact on patients and carers (including how publicised):  **Very good feedback received from patients.** |

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| Priority area 3 |
| Description of priority area: **GP telephone consultations – morning and afternoon** |
| What actions were taken to address the priority?  **A meeting was held with all GP’s with an agreement that they would provide a morning and afternoon telephone consultation service.** |
| Result of actions and impact on patients and carers (including how publicised):  **This has been achieved with great success and much reduced waiting time for patients to receive a telephone call.** |

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):

1. **Children’s play area complete in the waiting room**
2. **Blind openers made safe in the waiting room**
3. **A wider selection of leaflets made available in the waiting room**
4. **Electric front doors put into place.**
5. **PRG notice boards produced.**
6. **New signage put up in the waiting room.**
7. **‘Jayex’ Board made available in the waiting room for calling patients and for health information**
8. PPG Sign Off

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| Report signed off by PPG: **YES**  Date of sign off: **12.3.2015** |
| How has the practice engaged with the PPG:  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?  **The practice has actively sought opinion and engagement from young patients and those from ethnic minorities through active targeting and staff input at children’s clinic.**  **The practice has received feedback from a variety of sources including direct feedback, suggestion box, Friends and Family test, written feedback from surveys, etc.**  **The PPG was actively consulted on priority areas and fully engaged with the action plan.**  **The service has improved through less waiting for GP telephone consultations, improved uptake of influenza vaccination and increased comfort in the waiting room.**  **The PPG has been very engaging and constructive, and have actively participated in service improvement.** |