**Annexe D: Standard Reporting Template**

**West Yorkshire Area Team**

**2014/15 Patient Participation Enhanced Service – Reporting Template**

**Practice Name** : Ling House Medical Centre

**Practice Code** : B83008

**Signed of behalf the Practice**: G Edwards Date: 31.3.2015

**Signed on behalf of the PPG**: Signed by Chair Date: 31.3.2015

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: Quarterly meetings, telephone , face to face and email** |
| **Number of Members of the PPG: 16** |

Detail the gender mix of the Practice population & the PPG

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| --- | --- | --- |
| **%** | **Male** | **Female** |
| **Practice** | 49.2% (**5,740)** | 49.7% ( **5,800)** |
| **PPG** | 43.75% (7) | 56.25% (9) |

Detail the age mix of the Practice population & the PPG

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **%** | **<16** | **17-24** | **25-34** | **35-44** | **45-54** | **55-64** | **65-74** | **>75** |
| **Practice** | 23.1%(2693) | 9.8% (1139) | 14.9%(1745) | 13.8%(1612) | 12.1%(1407) | 10% (1169) | 6.9% (802) | 7.1% (829) |
| **PPG** | 0% | 0% | 6.25% (1) | 6.25%(1) | 18.75% (3) | 18.75%(3) |  |  |

4. **Detail the ethnic background of your Practice Population & the PPG**

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|  | **White** | | | | **Mixed/ multiple ethnic groups** | | | |
|  | **British** | **Irish** | **Gypsy** | **Other**  **(Polish)** | **White/ black Caribbean** | **White/ black African** | **White/ Asian** | **Other Mixed** |
| **Practice** | 2265 | 9 | 0 | 13 | 1 | 0 | 16 | 15 |
| **PPG** | **6** | **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 Ethnicity NOS** |
| **Practice** | 73 | 1834 | 118 | 2 | 9 | 12 | 3 | 0 | 0 | 405 |
| **PPG** | **0** | **1** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **9** |

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| **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 recognises that the patient group is not currently fully representative of its patient population and works hard to encourage patients both male and female patients of all ages and ethnicities to join the group. We continue to use various methods of communication to encourage our patients to join the group. These are listed below.  We feel that although our group is still quite small in number we have been successful over the past year in recruiting a number of new members to the group.   * Advertised/promoted the group on our practice web site * Information about the group is included in the practice booklet * Advertised/promoted the group within the surgery on the practice notice board and patient call screen * Information leaflets and slips are available for patients to complete if they are interested in joining the group      * GPs as part of their discussions during consultations ask patients if they are interested in joining the group * We target specific clinics in order to reach harder to reach groups. These include our baby clinic and substance misuse clinic. Staff actively encourage patients to consider joining the group * Details of the group are given out as part of the new patient registration process * Word of mouth from other members of the group |

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| **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**  **If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:**   * We have continued to target specific clinics in order to reach harder to reach groups. These include our baby clinic and substance misuse clinic. Staff actively encourage patients to consider joining the group and although there have been expressions of interest we have had very limited success in recruiting members from the younger age groups. |

2. **Review of Patient Feedback**

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| **Outline the sources of feedback that were reviewed during the year:**  Patient complaints, comments and compliments from the following sources  NHS choices  Practice website  Suggestions box  Verbal  In writing  Friends and family forms  SystmOne online comments  Complaints and compliment  PPG meetings  Quarterly if suggested through the meeting and as a whole at least annually |

3. **Action plan priority areas & implementation**

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| **Priority Area 1** |
| **Description of priority area:**  Promoting the uptake of SystmOne on line |
| **What actions were taken to address the priority?**  The service has been advertised on the practice website  All newly registered patients are given information on what the service offers and how to register  The service is promoted in the practice booklet  Staff opportunistically offer the service to patients |
| **Result of actions & impact on patient & carers (including how publicised)**  There has been an increase in the number of patients using the service and we have had positive feedback from members of the PPG and patients of its advantages.  Patients registering to use the service have increased from 374 registrations in April 2015 to 520 to date  Publicised by displaying notices in reception and conveyed to patients verbally |

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| **Priority Area 2** |
| **Description of priority area:**  Access to appointments |
| **What actions were taken to address the priority?**  To look at our current appointments system and consider new ways of working  Patients requesting appointments the same day to be asked about the reason for their appointment so that none urgent requests for sick notes and repeat prescriptions etc can be dealt with over the phone and forwarded to the relevant GP thus saving face to face appointments |
| **Result of actions & impact on patient & carers (including how publicised)**  Increased number of on the day appointments available for those requiring a face to face appointment  Patients in general have not minded being asked the reason why they need an appointment and we have had a positive response from patients when it is explained that for those things that can be dealt with over the phone it released a face to face appointment and it resulted in the patient saving a trip to the surgery |

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| **Priority Area 3** |
| **Description of priority area:**  To increase membership of the PPG |
| **What actions were taken to address the priority?**  A publicity campaign involving all members of the team was implemented  A high profile permanent display on our notice board in the waiting room  Involvement of PPG members in Health Promotion events at the practice |
| **Result of actions & impact on patient & carers (including how publicised)**  An increase in membership of the PPG  Increased involvement of the PPG in campaigns and promotion |

**Progress on previous years**

**If you have participated in this year’s scheme for more than one year, outline progress made on issues raised in the previous year(s)**

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| Continuing progress with increasing the number of patients registering to use SystmOne online  Audit of feedback regarding home visits and hospital discharge |

4. **PPG Sign Off**

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| **Report signed off by PPG:** Yes  **Date of Sign Off**: 31.3.15 |
| **How has the practice engaged with the PPG:**  Please see section 1  **How has the practice made efforts to engage with seldom heard groups in the practice population?**  Please see section 1  **Has the practice received patient and carer feedback from a variety of sources?**  Yes  NHS choices  Practice website  Suggestions box  Verbal  In writing  Friends and family forms  SystmOne online comments  Complaints and compliments  PPG meetings  **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?**  More appropriate use of face to face appointments  Easy and convenient access to booking appointments and ordering repeat prescriptions online  **Do you have any other comments about the PPG or practice in relation to this area of work?**  No |