

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

Practice Name: **Grange Park Surgery**

Practice Code: **B83019**

Signed on behalf of practice: Date: **19/3/2015**

Signed on behalf of PPG: Date: **19/3/2015**

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. Patient Reference Group comprising 59 patients also used to pass information by email and occasionally to participate in surveys.																																					
Number of members of PPG: 10																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">49%</td> <td style="text-align: center;">51%</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">40%</td> <td style="text-align: center;">60%</td> </tr> </tbody> </table>	%	Male	Female	Practice	49%	51%	PRG	40%	60%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">21%</td> <td style="text-align: center;">7%</td> <td style="text-align: center;">9%</td> <td style="text-align: center;">14%</td> <td style="text-align: center;">15%</td> <td style="text-align: center;">13%</td> <td style="text-align: center;">12%</td> <td style="text-align: center;">9%</td> </tr> <tr> <td>PRG</td> <td></td> <td style="text-align: center;">10%</td> <td></td> <td style="text-align: center;">20%</td> <td></td> <td style="text-align: center;">10%</td> <td style="text-align: center;">30%</td> <td style="text-align: center;">30%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	21%	7%	9%	14%	15%	13%	12%	9%	PRG		10%		20%		10%	30%	30%
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Detail the ethnic background of your practice population and PRG: **Information not available**

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice								
PRG								

	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:

- **Patient Group broadly in line with Patient Population**
- **Regular requests made at open evenings/days, newsletters and Patient Group meetings for additional members to join**
- **Patient Reference Group comprising 59 patients also used to pass information by email and occasionally to participate in surveys.**

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 from Patient Group**
- **Flu survey questionnaire**
- **Friends and Family Test responses**

How frequently were these reviewed with the PRG?

- **Bi-monthly at Patient Group meetings which is attended by member of staff**
- **At open evenings**

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ul style="list-style-type: none">• Appointments – Availability, System of Booking
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• Full review of appointment system by Doctors• Survey of Patient Booking outcomes• Alternative Emergency Appointment options discussed
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• Sit and wait surgery introduced on Monday and Friday• On-line booking of appointments introduced• More book-on-the-day and telephone appointments introduced

Priority area 2

Description of priority area:

- **Seasonal Flu Vaccination Service**

What actions were taken to address the priority?

- **Survey of Patients attending Flu clinic to see if locally provided service at the surgery most appropriate method of providing service**

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

- **Survey (300+ responses) confirmed that Patients felt it to be quick and efficient service and would not wish to change provision**
- **No further action in view of survey outcome**

Priority area 3

Description of priority area:

- **Improved dissemination of information to Patients**

What actions were taken to address the priority?

- **Introduction of SMS texting of appointment bookings to Patients**
- **Collection of Patient email addresses**
- **Collection of Patient's mobile numbers**
- **Patients asked if they wish to be part of our Patient Reference Group**
- **Promotion of website**

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

- **Reduction in DNA appointments**
- **Increase in attendance at Open Evenings**
- **Greater use of website by Patients**
- **Increased number of Patients in Patient Reference Group**

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):

Previous Patient Group discussions and surveys have resulted in:-

- **Introduction of self-arrival screen**
- **Provision of booking appointments on-line**
- **Changes to appointment rota system to meet changes in demand**
- **Creation of Exercise Group, Walking Group and Health and Well-being Group organised and run by members of the Patient Group with Practice support**

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **19/3/15**

How has the practice engaged with the PPG:

- **Member of staff attends Patient Group meetings. Additional staff including Doctor attends on open days/evenings**
- **Chair of Patient Group visits surgery/contacts staff liaison member/Doctor as required**

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

- **PPG/Practice run Open Day with Patient concerns actively canvassed**
- **Request for feedback from any Patients who feel they have issues to raise promoted in the Practice Newsletter**

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

- **From discussions with Patient Group who canvass Patient views on Open Day and in the course of their own discussions with Patients of the Practice**
- **Patient Reference Group emailed details of changes/ improvements/surveys and asked for their comments**
- **Friends and Family Test responses**
- **Flu survey**

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?

- **Changes to Appointment Options as the result of feedback**
- **Increased use of technology to improve contact and service**

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

- **The use of the Patient Reference Group to pass information by email enables Practice to reach more Patients than otherwise would be the case**