

Annex D: Standard Reporting Template

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

Practice Name: Kirkburton Health Centre

Practice Code: B85026

Signed on behalf of practice: Janet Atkinson, Practice Manager

Date: 30th March 2015

Signed on behalf of PPG: Julie Raper, Development Manager

Date: 30th March 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 and email											
Number of members of PPG: 38											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	49.39	50.6	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	42.1	57.8	Practice	20.3	8.2	9.3	14	15.9	13.5	11.4	7
			PRG	0	0	5.2	10.5	21	28.9	21	13.1

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	75.8	0.01	0	0.17	0.04	0.03	0.08	13.7
PRG	100	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	0.06	0.02	0	0.04	0.99	0	0.02	0.38	0	2.08
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:

- Lack of teenage patients representing the group has meant that we have adapted posters in the waiting area and nurse corridor where the TAC (Teenage Advice Clinic) takes place.
- We have expanded the range of other services within the TAC clinic to address other factors that affect teenagers such as bullying, drugs, alcohol etc.
- We have a section on the practice website with relevant links for teenage advice and support
- On-going development of a practice App for mobile phones
- The practice is an accelerator site for offering full access to records online to patients and two members of the PPG helped in the creation of a short film to be used by NHS England
- Articles in the local magazines regarding the PPG group and how they work with the practice.

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:

- Surveys
- FFT
- PPG Meetings
- Website
- Suggestion box

How frequently were these reviewed with the PRG?

- PPG meetings were held every two months but due to changes occurring in the practice it was felt that meetings should be held on a six weekly basis to keep up to date with changes
- Results from surveys, FFT, website and suggestion box are fed back to PPG and discussed

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

- Disabled car parking spaces not clearly identifiable

What actions were taken to address the priority?

- This was reported to the landlord for clearer signs

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

- We now have large signs on car parking posts clearly identifying the disabled car parking spaces along with clearer yellow markings on the ground of these spaces.
- Clearer signs will hopefully deter patients from misusing these spaces and make it easier for those with disabilities to park closer to the surgery
- This has been publicised in the practice newsletter and the website

Priority area 2

Description of priority area:

- Noticeboards with staff photographs on. This was a suggestion from members of the PPG as it would help new patients so that they wouldn't feel as much as a stranger and also as we are a training practice we have registrars working in the practice and these can change 4 or 6 monthly so if patients have appointments booked with a new registrar attending the practice

What actions were taken to address the priority?

- Noticeboards were displayed in the main waiting area and in the nurses corridor and photographs were taken of all staff.

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

- Useful for patients to see pictures of GPs and Nurses that they may have an appointment whom they may not have met before
- Personalises the service we're providing
- Requires ongoing updates due to new staff starting work at the surgery

Priority area 3

Description of priority area:

- Ensuring the ratio of routine and urgent appointment availability meets with patient demand
- Reduce inappropriate attendance at A&E

What actions were taken to address the priority?

- Receptionist suggestion of an urgent sit and wait clinic for patients
- This suggestion was raised at PPG meeting and discussed and all agreed that this would help improve access for patients who needed to be seen urgently to avoid inappropriate attendance at A&E
- It was agreed that the clinic should run from and to a certain time. It was agreed to have the clinic run at 11-11.30am
- It was agreed that the appointments would be bookable via phone on the day and also using the online appointment booking facility that the practice actively promotes which are released on the day.
- Patients are seen accordingly by the GPs

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

- To review how the clinic was running a survey was conducted over a period of a week during March 2015 to gather feedback from patients
- Feedback indicates that 93% of patients found it easy to access the urgent clinic
- General comments were that if the urgent clinic was not available they would have waited for a “routine” appointment which one could assume that maybe the issue they attended with was not entirely “urgent”

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):

- Availability of appointments - increased number of routine appointments
- Concerns regarding online access to medical records – NHS England have produced detailed guidelines for patients and practices about the process of giving patients online access to records
- We want additional services at the practice – we offer a wide range of additional services in the practice and these are promoted via the website, practice leaflet posters, TV monitor signage
- We want a range of accessible appointments for those who work or study – we offer late evening appointments and now on a Thursday we offer early morning appointments. By offering the early morning appointments it means that it is actually the working/studying patients who use these appointments. The evening appointments are harder to control
- We want same day access to see a GP/Nurse – We now offer the urgent clinic each week day morning at 11-11.30am for urgent appointments. Patients are also able to book telephone consultations with a GP or a Nurse
- We want to be able to order repeat prescriptions on-line - This facility has been available for a number of years and is highlighted in the practice leaflet, practice website and Amscreen in waiting area. This has been increasingly promoted within the practice by reception and clinical staff as well as on the website, practice newsletters, posters, TV monitor

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30th March 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?

- We continue to promote the group on the practice website, TV monitor, posters etc

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

- A number of surveys have been carried out throughout the year to give patients the opportunity to feedback.
- We also now have a suggestion box which both staff and patients can use
- Friends and Family Test which started in December 2014

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?

- We endeavour to try and meet our patients demands where reasonable to improve their experience of the treatment and care that they receive
- Patients are using the urgent clinic and the this has meant a reduction in A&E attendances, booking sessional urgent appointments resulting in more routine appointments being available

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

- It would be great if we could get some younger members to join the group as their voice is equally as important as the older patients. Difficult to catch this cohort of patients as many probably don't regularly visit the practice but we could certainly try

to improve links with local schools/colleges

- School nurses are not based locally and are at the other side of Huddersfield to the practice