Annex D: Standard Reporting Template

South Yorkshire and Bassetlaw Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Tickhill & Colliery Medical Practice

Practice Code: C86013

Signed on behalf of practice: Russell Gardner Date: 18/03/2015

Signed on behalf of PPG: Norma Carr Date: 18/03/2015

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) | |
| Number of members of PPG:42 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 48 | 52 | | PRG | 21 | 21 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 16 | 7 | 10 | 10 | 15 | 14 | 15 | 13 | | PRG | 0 | 0 | 1 | 0 | 5 | 5 | 18 | 4 | |
| 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 | 84 | 2 |  |  | 1 | 1 | 1 |  | | PRG |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 1.5 | .5 |  | 2 | 1 | 1 | 1 |  |  | 4 | | 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 PPG has with the support of the practice held 2 health and well- being ‘open’ events in the communities of Tickhill and Harworth, organised by the PPG these events included representation from local, district and GP services advocating and educating participants in attendance. In addition basic health and well- being checks were carried out by the nursing team and follow up appointments in the surgery if they were requested or needed. The PPG also took part in other community events raising the profile of the PPG and gaining feedback that was passed onto the practice and also to recruit additional members from the community to actively participate in the PPG. The PPG have looked, along with the Doncaster CCG Equalities and Engagement Lead, at ways to increase the demographic representation of the Tickhill& Colliery PPG but despite efforts the PPG has remained in the main similar in representation to previous years in that the majority of its committee are aged over 50 years of age. | |
| 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:  PPG from our patient community, Friends and Family Test, NHS Choices, Social Media and comments boxes. |
| How frequently were these reviewed with the PRG? In monthly meetings and the Annual General Meeting |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: Appointments – Processes and Systems |
| What actions were taken to address the priority?  A formal request was made to the practice from the PPG to address the lack of availability for appointments to be booked in advance.  The Practice reviewed the current process and made amendments including trialling triage via telephone for patients. Having reviewed this after 3 months the practice again in consultation with the PPG significantly amended the rota for appointments increasing advanced booking slots at the PPG and wider communities request in December 2014. This was to be reviewed in April 2015 |
| Result of actions and impact on patients and carers (including how publicised):  The new system was advertised on our web site and in the local community newspaper.  It allowed for more advanced bookings whilst balancing the demands of the practice to see patients to be seen on the same day.  We also requested more information from patients regarding their health concern in order to signpost patients to the most appropriate clinician. We have introduced a ‘help us to help you’ strapline to enable patients and clinicians to become more effective initial screening of patients health concerns. We view this as an on-going process with regular reviews and tweaks where necessary based on internal and external feedback. |

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| Priority area 2 |
| Description of priority area:  GP of Choice – Increased Awareness |
| What actions were taken to address the priority?  Where possible this has been accommodated in the practice as it became a contractual obligation to inform and allocate patients over the age of 75 a named GP. The practice received a small amount of requests from patients requesting to change their named GP, this was accommodated. |
| Result of actions and impact on patients and carers (including how publicised):  This had minimal impact on the practice other than to raise awareness amongst the patient community and was included in the action plan prior to the new contract starting in April 2014-15. |

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| Priority area 3 |
| Description of priority area:  Patient awareness of alternative services |
| What actions were taken to address the priority?  2 health awareness events were held in the communities of Tickhill and Harworth, with a range of statutory, private and voluntary providers participating in these ‘drop in’ events. It allowed residents of both communities to meet with Practice Nurses for health and well-being checks from the community nursing team and the practice, It was also an opportunity for other service providers to meet with residents to make them aware of other organisations working in the area who can offer, help and support to patients to improve their health and lifestyle. Both events were well attended and it is envisaged that similar events will take place in 2015 |
| Result of actions and impact on patients and carers (including how publicised):  The PPG and the practice feel that there is a lot to be gained for the patient community in holding these events as it   1. Raises awareness of the work of the PPG 2. Enable patients to have basic health checks that can be followed up by the practice or referred to another practice if not a registered at Tickhill or Colliery surgeries 3. Enables community organisations to showcase their services that support a healthy lifestyle 4. Enables the practice to see patients in an informal/neutral setting and talk about patient experience |

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):

The PPG have been active since 2011 and has enjoyed a good relationship with the practice from inception.

Over the preceding years the PPG have looked at practical ways to improve the patient experience for all users of the practice.

This has included:

Reviewing Patient Surveys

Physical Access to the Surgery

Privacy and Confidentiality

Waiting Times

Advance Bookings

Appointment Systems and Process

The PPG and the practice have continued to work together to address these issues presented to them from the patient population and whilst there has been some progress made in the past there is still progress to be made. The practice is and has experienced unprecedented demand in the last year, yet has managed to listen and act appropriately to reasonable requests from the PPG and will continue to do so in 2015/16 where the Practice and PPG will seek to consolidate work already achieved by aligning more closely to local, regional and national strategy which will build on the solid services offered to our patient community.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: |
| How has the practice engaged with the PPG: The practice has engaged with the PPG through monthly meetings and via its AGM. In addition there are clear lines of communication should any matter of urgent importance be need to be raised with the practice and PPG or vice versa  How has the practice made efforts to engage with seldom heard groups in the practice population?  This has been attempted through raising awareness at PPG organised events along with participation in community events such as the Tickhill gala. Feedback, though positive about playing an active part in the PPG has so far failed to materialise into membership despite the efforts of the current PPG membership to attract diverse representation on the committee.  Has the practice received patient and carer feedback from a variety of sources? YES, through our monthly meeting’s it is a recurrent agenda item that has at times stimulated healthy debate. We have received feedback from a variety of sources, which in the main refer to individual circumstances. These have been responded to by the practice and adjustments where necessary have been acted upon.  Was the PPG involved in the agreement of priority areas and the resulting action plan? The priority areas were decided by the  PPG during the previous action plan developed at the start of January 2014. The Practice Manager was not in post at this time and all actions relating to priority areas for 2014-15 were already agreed by the PPG, therefore the practice had very little input into setting the PPG’s priority areas. Notwithstanding, the Practice Manager has endeavoured to accept, respond and work with the PPG in addressing the priority areas and will be full involved in 2015 -16 to develop the priority areas for the coming period.  How has the service offered to patients and carers improved as a result of the implementation of the action plan? As a practice we have listened to and attempted to address suggestions and ideas for improvements to our service offering to our patients. Whilst some have been non-negotiable, the practice has been more than willing to implement and trial suggestions from the PPG and will continue to work in an open and transparent manner, where action points raised are dealt with in a timely fashion and fed back to the PPG in our monthly meetings.  Do you have any other comments about the PPG or practice in relation to this area of work?  The practice enjoys a good relationship with its PPG evidenced through our monthly meetings and willingness from the practice to participate in community events and allow the PPG into the practice to raise awareness to patients who may want to join the PPG or wider representation group. The practice views the PPG as our critical friend and conduit to share information to patients in our catchment area. |