

Annex D: Standard Reporting Template

North Yorkshire and Humber Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Cleve Medical Centre

Practice Code: B81015

Signed on behalf of practice: Lynsey Collett

Date: 14th March 2015

Signed on behalf of PPG: June Waby

Date: 14th 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											
Number of members of PPG: 10											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice			%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	2	8	Practice	2793	1366	1776	1771	2225	1767	1568	1368
			PRG				1	1	2	4	2

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	9098	20	2	5119	2	6	9	33
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	9	1	13	10	27	9		2	2	263
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:

Having last year identified that the practice population was not truly represented within the group, it has been a priority of the group to try and increase membership. We have successfully recruited a number of new members but unfortunately we have lost a few members in the last year. We are aware we still do not have membership that is representative of the practice population but the group will continue to try and recruit new members.

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?

Not that we are aware of reviewing available information.

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:

We completed a patient satisfaction survey in July 2014

Members of the group attending ad hoc and speak to patients in the waiting areas for feedback

We have a comments box that patients can leave anonymous if they like comments or suggestions, these are reviewed in the meeting

How frequently were these reviewed with the PRG?

Members bring feedback from other patients they may have spoken to in the waiting areas or outside the practice on an ad hoc basis and these are discussed under any other business along with any comments collected on the comment/suggestion forms in the waiting areas.

Staff member can also bring feedback from patients they may have seen or spoken to relating to issues/concerns/praise relating to the practice or services provided.

The survey has been completed annually and we compare results year on year and the members then raise any areas the practice could potentially improve or are a viable option to look at improving.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

As previously described, the PRG is aware that the group is not representative of the registered population.

What actions were taken to address the priority?

Members of the group attended the practice and spent sessions speaking to patients in the waiting area, receiving comments, informing patients what the group did and also working on recruiting additional members.

When staff members speak to patients or field queries or complaints they inform patients of the group and how it can be a useful platform for exchanging ideas for change or areas of concern with the practice and to then work with other patients on improving the practice.

The PRG is advertised on the practice website, with the surgery and in patient newsletters.

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

New PRG members include younger age groups which were previously not represented, we continue to try and recruit further members to increase representation.

Priority area 2

Description of priority area:

Development of a Volunteer Policy to cover patients primarily assisting the Anxiety and Depression Group, but for future use for any volunteers in future practice ventures.

What actions were taken to address the priority?

The practice drafted a policy, primarily with the two members whom helped to facilitate the Anxiety and Depression Support Group that the PRG had developed. This was then reviewed within the PRG and a travel expenses policy added to it.

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

The volunteer policy aids in ensuring that both the volunteers within the practice and the practice are aware of their own responsibilities as well as how to raise and deal with any concerns or issues that may be from either party. This was documented within the PRG minutes and these are published on the practice website.

Priority area 3

Description of priority area:

Members raised concern about how flu vaccinations were delivered in the community, sometimes patients had not received a vaccination at all, sometimes it had been after the Christmas period and members had seen multiple nursing teams attending a single care establishment to administer 1 vaccination to one patient each and it was felt that this was a waste of resources and should be looked at as a local problem.

What actions were taken to address the priority?

Healthwatch were invited to the meeting held on the 20th December and they have agreed to look into this for the group, reviewing the current practice and gathering information to potentially move forward on changing current practice.

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

This is ongoing and it is hoped that Healthwatch will attend a future meeting to provide feedback.

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):

Pain Management Clinic – The Pain management clinic now occupy a clinical as well as admin room full time and have developed their service to include group sessions.

Patient Survey – This has continued to be carried out each year and it has been agreed that it will be carried out next year too.

Anxiety and Depression Support Group – This has continued to be facilitated through the year and continues into next year with the support of PRG and staff members facilitating the group.

Aesthetics of the practice – A regular review of the cleanliness outside is carried out and the outside areas are cleaned monthly now to remove collecting rubbish and trim vegetation. The practice will also review where signage is with the PRG after decorations are carried out to ensure that it is clear for patients where waiting areas and rooms are.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:

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 utilises a number of platforms to engage with patients including patient newsletters, website, posters in the waiting areas, PRG members speaking to patients in the waiting areas, staff engaging on an individual basis with patients.

We receive feedback from a variety of sources including; comment/suggestion forms, conversations with patients, complaints from patients, NHS choices websites and local/national surveys.

The PRG believes that continuing with the patient survey can only benefit patients by providing feedback to the practice.

Increasing the services provided in the practice such as the pain clinic could assist with accessing of these services for some patients.

By involving the PRG when the practice re-decorates with the positioning of signage to aid in patients being aware of where rooms and waiting areas are.

The practice feels it works well in collaboration with the PRG in developing services, making changes to the practice and resolving reoccurring issues that may arise from patient experiences at the practice.