

Annex D: Standard Reporting Template

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

Practice Name: COLLEGE LANE SURGERY
Practice Code: B87003
Signed on behalf of practice: Mrs Claire Broome, Practice Manager Date: 30 March 2015
Signed on behalf of PPG: Mr Paul Vose Date: 30 March 2015

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES

The practice has a PPG virtual group and promotes membership in a variety of ways including on Registration, face-to-face, on our website www.collegelanesurgery.com and in a display in the waiting rooms. We have had an enthusiastic response to all our meeting invitations and surveys over the years. The group is co-chaired by one of the GP Partners and the Practice Manager with an agenda which provides an update on the practice and enables patients to add questions to the agenda or in the meeting.

Method of engagement with PPG:

All patients are welcome to attend and take part in meetings held at our main surgery throughout the year. We maintain a database of patients who have registered to join the “Virtual Group” and they are contacted via email (or letter for those who do not have an email option). Posters, face-to-face contacts and a dedicated notice board detail meeting dates and information about the group.

During 2014/15 meetings (minutes are available) were held on:

11th August 2014: 10th November 2014: 2nd February 2015: 11th & 18th February 2015 – RCGP Dementia Assessment.

Number of members of PPG: Virtual Group 179. Up to 20 (2nd Feb 2015) members have attended one or more meetings this year. The number of attendees is varied and open to all to attend.

Detail the gender mix of practice population and PPG:

	Male	Female
Practice	49%	51%
PRG	39%	61%

Detail of age mix of practice population and PPG: Not all declared age.

Age Range	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice %	18.58	7.13	10.95	13.01	15.42	13.95	12.22	8.74
PRG %	0	4.3 (7)	10 (16)	15 (24)	7.5 (12)	20 (32)	23.75 (38)	13 (21)

Detail the ethnic background of your practice population and PRG: Not all PPG declared ethnicity.

The practice does not have a record of the whole practice population ethnicity, these are the figures recorded to date.

	White				Mixed / Multiple Ethnic Groups			
	British	Irish	Gypsy or Irish traveller	Other White	White & Black Caribbean	White & Black African	White & Asian	Other mixed
Practice	10% 932	0.2% 17	0	0.4% 39	0.01% 3	0.01% 2	0.1% 5	0.1% 9
PRG	98.8% 177	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	0.1% 13	0.01% 2	0	0.01% 12	0.01% 7	0.01% 8	0.01% 3	0.01% 7	0	0
PRG	0	0	0	0.55% 1	0	0	0	0.55% 1	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:

We believe that the gender, age and ethnic background of the PPG is representative of the practice population. The exception is that under-16s are difficult to recruit and so, understandably, they are under-represented within the PPG. We will continue to advertise the meetings and look at ways to attract participation from the under-16s and 16-20 age groups.

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:

The practice and Local Network Commissioning Group have agreed that improving the care and support for patients and their families who have Dementia is a health priority. The PPG put forward questions regarding patients' perspectives on questions they would feel appropriate in a survey and these were accepted to be taken forward by the Network of Practices in our area.

This outcome was shared with the PPG. In addition, 4 volunteers agreed to come into the surgery and complete the Kings Fund Assessment Tool, to review the practice environment and if it is "Dementia Friendly". Following the audit, a plan of action will be agreed for practice and reviewed by the local Wakefield Alzheimer's Society. The Practice plans to register with the "Dementia Action Alliance".

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- (1) **Patient Participation Meetings:** Included discussion about services and developments, on-line access, budget changes, dementia education and support, feedback about Audiology hearing aid service, patient registration, resources.
- (2) **Patient Satisfaction Surveys:** Diabetes consultant /GP/Nurse joint Care Clinic & Prostate Care.
- (3) **NHS Choices website:** Reviews: During 2014/15 - 13 Comments - Overall 4-Star rating.
- (4) **Kings Fund Environmental Design Dementia Assessment** - PPG volunteers completed an independent assessment of our environment along with our newest member of the building with their recommendations.
- (5) **Verbal feedback** from patients to members of staff.
- (6) **Patient complaints:** Statistics will be reported to NHS England in April 2015
- (7) **Friends & Family Test** - Launched in January 2016 - Outcomes are reported monthly to NHS England and displayed on the PPG Noticeboard. These can be completed via our website or by an anonymous survey at the surgery.

Responses	January 2015	February 2015	Age Range Declared	Gender Declared
Extremely Likely	10	6	0-15 =	Male = 5 Female = 10
Likely	4	0	16-24 =	
Neither Likely or Unlikely		0	25-34 = 1	
Unlikely		0	35-44 = 4	
Extremely Unlikely		0	45-54 = 3	
Don't Know		0	55-64 = 2	
TOTAL	14	6	65-74 = 2	
			75-84 = 3	
			85+ =	

How frequently were these reviewed with the PRG? Throughout the year as the information became available.

Action Plan Priority Areas and Implementation

Priority Area 1

Description of Priority Area:

In conjunction with our Local Commissioning Network we have chosen Dementia as a health priority. The PPG have supported feedback to public health regarding perceptions and questions regarding Dementia as part of a local commissioning activity. The PPG and Practice agreed to improve the care and support for people with dementia, including their families and carers.

- Volunteers from the PPG will complete the Kings Fund Assessment of the surgery, to assess the environment and look at what supportive improvements could be made.
- The surgery will ensure 90% of staff completes Dementia Friendly training. This will provide further understanding and raise awareness of our environment and how it may impact upon users and their families.
- The surgery will register the practice with The Dementia Alliance.

What actions were taken to address the priority?

1. In November 2015, the PRG developed questions around dementia for a proposed survey of patients which will be conducted in our Local Network Area. The questions were offered to the local Network Commissioning group, for use in designing a patient questionnaire / dementia audit by Public Health.
2. Training – The Clinical and non-clinical staff attended “Dementia Friendly” training; this was completed on 18th March 2015.
3. On 11th and 18th February 2015, four patients from the PRG conducted an assessment of the practice, making observations about features of the practice which may affect patients with dementia and their families or carers. They identified a number of areas for improvement for the practice to consider. Their suggestions will now be considered with the help of Wakefield Alzheimer’s Society. Meeting held 24 March 2015; recommendations will go forward to the Practice clinical development team for agreement and completion of the final actions by 30 June 2015.
4. On the 25th March 2015, the practice joined “The Dementia Action Alliance”.
5. The surgery will organise a meeting / event as requested by the PPG for patients, carers and members of our community to learn about Dementia. This will include information about the resources and support available in the local area. The aim is to raise awareness for all. Target - September 2015.

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

Please see above. Note, the following are pending completion: Numbers 3 and 5. Minutes of meetings are available on the practice website and on patient noticeboards. They include the minutes and will support the outstanding actions and outcomes.

Priority Area 2

Description of Priority Area:

To ensure that as many patients as possible have access to on-line services including prescription ordering and the ability to book appointments with doctors (appointment booking is a new service that has been launched).

What actions were taken to address the priority?

1. We identified appointments to make available to patients, ensuring that these were spread across all doctors, with as good a choice as possible of availability.
2. A consolidated campaign to raise awareness of these options has been made by all staff and with posters, information slips are being made available to visitors at reception and in face-to-face consultations.
3. This was publicised on the practice website, on the TV screen in the waiting area and via posters. Flyers were attached to repeat prescriptions. Doctors and nurses also flagged up the facility in 1:1 consultations with patients.
4. The reception team have been exceptional in inviting patients to register for this service.

Result of actions and impact on patients and carers (including how publicised): 9.8% of the Population are on-line!

There has been an excellent uptake of this service and we have noted that almost all available patient-bookable slots have been filled. Patients have reported how much they like this service as they can make the booking for appointments at any time convenient to them including, of course, times when the surgery is closed. It has the benefit of reducing the number of telephone calls coming into the surgery, which provides easier access for patient enquiries.

Statistics: February 2015: 814 Patients Registered on-line.
March 2015: 916 Patients Registered on-line.

Priority Area 3

Description of Priority Area:

To encourage patient feedback to the surgery. The PPG felt very proud of the practice and the staff and services that are provided by College Lane Surgery. They felt we should proactively ask patients to go on-line and at NHS Choices and review the practice.

What actions were taken to address the priority?

- The practice left flyers around the surgery for patients and visitors to take part in the NHS Choices review for 2 weeks during August 2014.

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

NHS Choices received 14 reviews from patients and these in the main were excellent. In spite of the Practice Manager's fears (!) this was a positive and morale building exercise in feeding back to the whole team. Of the 2 reviews which expressed non-satisfaction with the surgery, responding invitations to discuss their issues were offered by the Practice Manager.

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):

Last year's priorities were:

(1) Publicise the Range of Appointments

- Poster In the foyer
- Waiting Room TV
- Ackworth Review Magazine (one-off)
- Website
- Newsletter

(2) Publicise Doctors' availability – i.e. days when they work.

(3) Promote services available for patients.

(4) Fit stair-tread markers.

(5) Label buttons in the Lift.

(6) Provide an alcohol hand-gel station in the front entrance or in the waiting room.

All areas have been achieved:

- (1) The range of appointments is publicised in all media with the exception of the magazine.
- (2) This is now available on the website and on the waiting room noticeboard.
- (3) This is now available on the website.
- (4) This has been done and stair-tread markers are in place in accordance with DDA regulations.
- (5) This has been done.
- (6) Alcohol gel is available for patients at reception.

6. PPG Sign-Off

Report signed off by PPG: YES

Date of sign-off: 30 March 2015

How has the practice engaged with the PPG:-

Posters and dedicated notice Board in the Surgery, email/mail, website, surveys and regular meetings at the surgery.

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

By promoting its services in the above manner.

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

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?-

Clearer information allowing better patient choice especially around appointments and prescriptions.

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

Well supported group whose views are taken on board by the practice.

Mr Paul Vose, Patient Group Representative 30/3/15