

Annex D: Standard Reporting Template

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

Practice Name: Brough and South Cave Medical Practice
Practice Code: B81061

Signed on behalf of practice:  Rebecca Dawson Date 25/2/15

Signed on behalf of PPG:  Graham Elliott PPG Chair Date: 25/2/15

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: 30

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	10143	10605
PRG	11	19

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	4079	1634	2091	2985	3420	2501	2240	1798
PRG		1	4	3	5	5	10	2

Detail the ethnic background of your practice population and PRG:

The ethnicity is only recorded for 6243 patients out of 20768 for the practice population

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	5522	26		286	10	11	38	27
PRG	28			1				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	120	55	5	34	34	44	3	8	4	16
PRG					1					

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 regularly review representation within the PPG and look to recruit patients from certain age groups and backgrounds. We have 3 patients currently on the waiting list and will recruit them based on any gaps that we have to fill within the PPG group. Patients do not automatically get accepted on to the group based on the date of application.

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:

Friends and Family test which was started in December. Progress and questions are set through PPG group meetings. PPG review all comments and suggestions from the FFT. Patient Champions help collect patient responses the second week of every month using tablets in the waiting rooms.

Complaints are reviewed by the Business Manager, Lead Complaints GP and Practice Manager to identify common themes and learning points. Some of which may then be appropriate to discuss anonymously at the PPG meeting. We also offer as part of the complaints process for a PPG member to be part of the complaints process and be in attendance at complaint discussions if the patient feels that they would like them to be in attendance.

Comments and suggestions are received via email and through the practice website throughout the year. These would be fed into the PPG meetings if appropriate and would be anonymised.

In 2014 the practice was involved in a project with the Humber Foundation Trust to set up a Practice Health Champions project. We advertised for patients who wished to become champions and be involved in local health care provision and they were trained in the process by Humber. Since then they have formed a number of groups – Walking group, baking group, young mums group and sign posting group. The sign posting group has been involved in helping with the running of our flu clinics and the collection of responses for the Friends and Family questionnaires. They have also been very good at feeding back patient comments and suggestions.

Changes in process and the changes due to the introduction of CQC are discussed at the PPG meetings and we give regular updates.

More recently we have been seeking feedback from the patients of Little Weighton regarding the GP service provision in the village. This has been discussed with the PPG to look at other possible alternatives to the current service provision along with the Parish Council and Village hall committee to look at solutions.

Last month we also announced that the practice plans to merge with Holme and Bubwith medical Group. We have asked for feedback in the form of letters, emails and through a survey monkey questionnaire. We have pulled together a newsletter and frequently asked questions sheet with the PPG to distribute to all patients. Progress will be discussed with the PPG and we will be consulting with them throughout this process.

We have also invited a member from the local Healthwatch to attend our PPG meetings but so far they have declined the invitation.

How frequently were these reviewed with the PRG?

At every meeting we review the friends and family progress and look at the general responses. One of the PPG members collates the comments and analyses the information so that we can identify in our meetings key areas to focus on.

Progress of the patient champions groups is reviewed regularly at the PPG and we have also invited champions along to our meetings.

The consultation with Little Weighton and the practice merger is being reviewed at every meeting and we ask the PPG members for suggestions on next steps and how best to communicate with patients.

We have also had PPG representation at our Merger project weekend meeting. The meeting was a business planning meeting involving all the partners from both practices, the senior managers and the PPG chairs from both PPGs. Graham and Neil PPG chairs were there to represent the viewpoints of the patients in the discussions we had. The notes from the day have been used to formulate our practice merger action plan and will be reviewed at regular intervals.

Our PPG chair attended a parish council public meeting along with representation from the practice to discuss the service provision at Little Weighton. At this meeting we ask for a member of the community to join the PPG as representation from Little Weighton.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Improved Patient Communication and information to patients as identified in the last patient survey</p> <p>We had identified a number of areas that needed improvement in communication including:</p> <ul style="list-style-type: none">Publication of NHS 111 numberOpening hrsPublicising Social media accounts like facebook and twitterSurgery informationUseful numbersPromotion of text message service <p>The group felt that we should look at a form of communication that would get to all patients and not just those that came into the surgery or visited the website</p>
<p>What actions were taken to address the priority?</p> <p>All of these were looked at by a smaller group made up of PPG members and staff in the form of a communications sub group.</p> <p>In the past this has involved the introduction of patient waiting room screens with scrolling information and news. We have also discussed how individual messages are displaced in the practice and communicated to patients.</p> <p>The group decide to produce a newsletter to be dropped through every door in the practice catchment area. This was pulled together to cover information on all of the above areas and to include other useful information like GP surgery days. It was then passed back to the whole PPG group for approval and printed for distribution in July 2014. We have since then done another newsletter in January 2015 to give another update on the information already sent and to include information to all patients</p>

regarding the merger. We have included FAQs and how patients can feedback.

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

We have had really good feedback on both newsletter and patients have sent in ideas for future issues.

The newsletter was sent out to every household in our catchment area and also displayed in the surgery.

Patients now have handy information on a double sided a4 which hopefully they will keep for future reference until the next update.

Priority area 2

Description of priority area:

Practice failed to attend appointments

What actions were taken to address the priority?

We decided to look at a new approach to DNAs and the PPG wanted further information to be shared with all patients.

Instead of just displaying the numbers we now display the number of DNAs per clinicians for both sites. As agreed with the PPG not all failed to attend not only get a letter but they also get a text message reminder sheet to sign up to the text service. The systmonline service settings were changed so that patients could cancel on the day. Further advertising about the text message reminder service and inclusion in the newsletter.

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

We put an article in the newsletter highlighting the problem of failed to attend appointments. The figures are updated monthly on our patient screens and displayed as numbers per clinician rather than the practice as a whole.

We have advertised the text message reminder service in the practice and sign up forms are sent with failed to attend letters.

This has improved awareness in the practice amongst patients. Our sign up for the text message reminder service has gone up from 3685 July 2014 to 4958 patients February 2015

Further actions to be implemented include us displaying the total number of appointments in a month for each clinician so that the DNA numbers will be comparable.

Priority area 3

Description of priority area:

Obtaining patient feedback through Friends and Family test questionnaires

What actions were taken to address the priority?

Friends and Family tests implemented in December. The patient champions have been helping the second week of every month to collect responses. This has involved them helping take down patient views and answers on tablets and inputting the information onto our survey monkey website.

The PPG reviews the responses monthly and actions are agreed and formulated.

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

So far we have had a very good response rate from the survey having received on average 150 submissions per month. The PPG are analysing the results and we hope to make some service changes as a result of the comments we receive.

The results are displayed monthly in the waiting rooms on our patient screens and we submit the information to NHS England.

The PPG has decided that it may wish to tailor future FFTs on a quarterly basis to include more specific questions to target key areas. We also hope to be able to publish on the screens a “you said we did” response to some of the suggestions.

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):

From last year's survey we identified the need for better communication from the practice to patients. The PPG were keen to ensure that we not only communicated to those patients who visited the surgery but also those that don't visit the surgery. This is how the idea of a patient newsletter came about and has since been built upon. We have now sent out two patient newsletters and have a format on the second page that we intend to continue on all future issues.

The newsletter has been really well received by patients and the PPG are keen to keep this communication going.

Last year we identified a couple of areas to be changes on the online booking to do with settings which were undertaken at the time.

Through the communications sub group and newsletter we have tried to publicise the use of NHS 111 but this is an ongoing action. We regularly use Twitter and Facebook to send this message out.

Following last year's survey we have changed the way we display out DNA figures on the patient waiting screens and now break the information down per clinician.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25/2/15

How has the practice engaged with the PPG:

We meet every 6 weeks as a PPG group and regularly send update information via email.

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

In the past we have put up posters and contacted a number of groups to try and recruit patients from specific groups i.e. patients who have young children. We have also contacted the local sixth form to recruit sixth form students and asked GPs to identify patients who are carers or from specific groups.

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

Patient Surveys

FFT Questionnaire

Comments and Suggests

Patient complaints

Walk-in flu clinics

Consultations with patients about Practice Merger

PPG members actively visited a number of groups in the community

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?

As a result of the involvement of the PPG the practice is taking a more patient focused approach to the delivery of services

including access to appointments and communication with patients. We regularly consult with the PPG to decide on the best way forward with a project and frequently ask for their opinion and input.

For patients this has hopefully led to a more patient centred service and one which encourages patient feedback and participation. We also hope that we have as a result of the patient participation made some significant improvements such as the introduction of surgery signs at both sites and patient waiting room screens.

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

As a practice we have integrated the PPG into everything we do. We will often discuss news and developments with the PPG first before releasing information to the entire practice population. We have found this useful in deciding how to communicate information and in what format. They have also helped with something basic like the terminology we use to ensure that communications are patient friendly. We also have two members of the PPG from Media backgrounds who have been particularly instrumental with helping with practice communications and press releases.

We have involved the PPG in meetings between the practice and external organisations where we felt patient representation was required. PPG members have been involved in the recruitment of new staff and GPs. The PPG meeting agendas often contain major news and service development ideas and are an addition to our internal meetings to develop ideas. We think of them as an extension to the practice team and have come to rely on them as a supportive network of people who can help shape the future of the practice and the services we deliver.