

Annex D: Standard Reporting Template

South Yorkshire & Bassetlaw Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Kiveton Park Medical Practice

Practice Code: **C87004**

Signed on behalf of practice:

Date: **24.03.2015**

Signed on behalf of PPG:

Date: **24.03.2015**

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 at monthly meetings (third Wednesday of the month)

Number of members of PPG: 13

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49	51
PRG	38	62

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	19	9	11	13	15	12	12	9
PRG	0	8	8	8	0	15	53	8

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	98	0.04	0	0.84	0.04	0.03	0.03	.0.9
PPG	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	0.15	0.04	0	.18	0.24	0	0	0	0	0
PPG	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:

Kiveton Park Patient Participation Group has 13 members including Practice staff, but has just held its AGM and now has 8 patients who are interested in attending the April meeting with view to joining the group; one of these is a young person under16 from the local school. The Chair stepped down from his role and wasn't re-elected and has now left the group.

The Practice has advertised the Patient Participation Group in the local Community Matters Magazine, Harthill Parish Magazine, on the website, on the right hand side of the FP10/prescriptions, on the surgery's information screen and also by displaying posters within the surgery. The practice has recently purchased 2 notice boards, one for the practice and one for the local village hall to display identical information about the PPG and its activities on both boards to provide opportunities for patients to find out more about the practice and PPG.

We are satisfied that the group is reasonably well presented in terms of the practice population in terms of gender, age and ethnic background and other members of the practice population. Our members include a patient in a wheelchair (all meetings are held on the ground floor for wheelchair access) and members with chronic disease. One patient in the group has set up a chronic disease

support group within the surgery and one of our members is trained in sign language.

One of the aims of the group for 2014/2015 was to engage with the outside community which included:

- Contacting the local secondary school and meeting with the Head Teacher – from this we have another young person interested (already have one from the school) in joining the group who is looking at a career in Healthcare
- The PPG had one of their monthly meetings at Finningley Lodge which is an associated housing development for people 55 years of age and above with quite a few of these people who are new to the area and some not very mobile
- The PPG group also arranged a meeting with the District Nursing team to introduce themselves and to offer any support to the team and also ask the team to promote the PPG to patients
- The PPG supports the practice with the Family and Friends Test every month by spending the morning or afternoon at the Practice encouraging the patients to complete the test, but also promoting the group and they also do this at any coffee mornings we hold at the practice such as Macmillan day and flu day

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

Although we did notice a lack of engagement with young people and sought to address this and people who had difficulty in accessing the surgery.

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

These groups were considered when drawing up the PPG Priority areas

2. Review of patient feedback

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

- The last patient questionnaire was distributed in January 2014 and reviewed at the following PPG meetings and actions agreed including: having more receptionists answering the telephone first thing in a morning, signage for the car park
- Family and Friends started in December. The PPG did a 'dummy' run in November to ensure this would run smoothly from December and a PPG representative is present on the FFT day. All feedback is now discussed at the monthly meetings and also at the Practices managers meeting every Wednesday and also at the PLT in house events. The feedback is displayed from the PPG on the information screen in reception and on the website
- Feedback can be given through the Practice website and this is emailed from the website to the Practice Manager
- NHS Choices – patients can leave feedback on this site and the Practice Manager is alerted to this via email
- Complaints/Compliments from the previous 12 months are discussed once a year at a PLT in house event
- A representative from the PPG attends the network meetings where feedback is discussed regularly

How frequently were these reviewed with the PPG?

Discussed periodically through the year approximately every three months. Now forming a regular agenda item

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To have wider engagement with the different people groups i.e. young and old people:

What actions were taken to address the priority?

The group looked at engaging with different groups such as younger and older generations.

A member of the PPG had a discussion with one of the Sixth form managers with regard to recruiting younger people to the group and the group managed to recruit a young girl from the lower sixth. A further discussion/meeting was held with the Local Head Teacher to engage more young people to the group, especially those young people who were looking towards a career in healthcare and also ones who were looking to improve their personal statements/cvs. We now have one young member and another young member interested in joining the group.

The group also held one of the meetings at Finningley Lodge an associated housing development for people over 55 years of age. This was very successful and one of the people at the meeting has since attended the group. The Lodge has also invited the group to hold another session there later in the year. People found it very useful as some of the older members living there had trouble getting out and were able to take part in the meeting giving very good feedback. We considered this an innovative form of practice engagement.

Re-launch of our Youth clinic

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

We now have a young person in the group less than 16 years of age and one of the residents from Finningley Lodge has started to attend the group.

Priority area 2

Description of priority area:

To look at how they can decrease the number of DNA appointments.

What actions were taken to address the priority?

This became a regular agenda item at PPG meetings, the PPG felt strongly that this was a big issue and wasted not only NHS money, but clinician's time, with an average of 30 hours a month lost due to missed appointments. A nominated member of the reception team would ring patients who did not turn up for their appointments, this was not only done to remind patients they had missed their appointment, but for the wellbeing of the patient. The Reception Manager calculates the number of DNAs each month and this is displayed on the website and information screen in reception.

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

The results are displayed as above for patients to see and have surprised many patients. Although, this has been in operation for only five months, we have discovered the main reason for missed appointments, is that the patient forgot their appointment. However, we have also identified one patient that regularly DNAs their appointment, due to memory problems. We have now set up a process with the patient to remind him of his appointment earlier on in the day. Patients have generally received this information well and undertaken not to DNA in the future. We hope that DNA rates will fall gradually with this initiative and they are continuing to be notified.

Priority area 3

Description of priority area:

To look at the appointment system and how it can be improved and how patients can use it to their best advantage. patients how to use it.

What actions were taken to address the priority?

Dr Say has recorded a new telephone message advising patient how the appointment system works
Information about the appointment system and how patients can use it, and has be displayed in the flat screen in the waiting room, in Community Matters, Harthill Parish News and on the website.

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

This information has been well received by patients who have found it helpful to know more about how the appointment system works and how to use it best.

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):

Since the PPG was formed in 2012 it has supported the practice by helping with a carer's questionnaire which enabled them to see how the PPG and surgery could support carers. They were also involved with setting up a Physical Activity Day alongside the surgery and Dr Wallis which looked at how surgery could promote the Olympic Legacy.

The PPG worked with the practice to put together the patient questionnaire in 2014 and supported the practice in implementing changes that patients asked for, including staff changes during the day so telephones can be answered more efficiently. They ensured that a number of chairs were put in the waiting room to make it more comfortable for patients with mobility issues who struggled to sit on the waiting room benches and signage outside the building.

The PPG help every month on the FFT day at the practice and review feedback.

4. PPG Sign Off:

Report signed off by PPG: YES

Date of sign off: 24.03.2015 The report had been discussed and agreed with the PPG

How has the practice engaged with the PPG:

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

The practice has engaged with seldom heard groups within the practice population by recruiting younger patients to join the PPG and engaging with patients at a local housing development, who mobility problems, and have also spoken with a District Nursing team to gain the views of house bound patients.

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

Yes: patient questionnaire, GP patient survey, trainee doctor survey, NHS choices, Friends and Family Test, online patient feedback to the website, patient suggestion box located in the foyer and through the complaints procedure

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes, we discussed and minutes written with the outcome in PPG meetings, see minutes.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Engaging with different groups – positive recruitment to the group, in engaging two young people to the group and one from Finningley Lodge.

DNAs – alerting patients to this problem helped one patient in attending his appointments.

Appointments – by advertising more widely in the community it has given a better understanding to patients who use the service

irregularly of how the system works and helped them access care more easily.

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

Our Patient Participation Group is lively, enthusiastic, meets very regularly and is very much involved in the life of the practice as a supportive group, a 'critical friend' and a sounding board for practice initiatives. It is influential and working well alongside the practice.

This report is displayed on the website and on the patient information screen and is available on request from the reception team.