

# Annex D: Standard Reporting Template

West Yorkshire Area Team  
2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr Mahmood & Partners

Practice Code: B85650

Signed on behalf of practice: Mohammed Zahoor

Date: 24/03/2016

Signed on behalf of PPG:

Date: 24/03/2016

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											
Number of members of PPG: 16											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	51.4	45.3	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PPG	62.5	37.5	Practice	34.7	12.8	19.6	16.7	7.8	4.4	1.8	1.8
			PPG	0	0.71	0	1.27	0.39	1.36	3.2	0

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	10.1	0	0	1	4.79	0.3	0.5	0.8
PRG	0.60	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	1.10	72.18	0.09	0.07	0.07	0.15	0.09	0	0	1.43
PRG	0	72.18	0	0	0	0	0	0	0	2.12

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 practice has constantly been advertising for members of all ages, genders and ethnicity by adding standard notes on prescription counterfoils, messages on the jayex board, practice website and approaching patients as appropriate. The patient group have promoted this platform to other patients verbally to encourage others in joining this group.**

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:

The group have received feedback/suggestions submitted by email via the practice website, and in writing in the suggestion box in the waiting room, complaints as appropriate, compliments and Friends & Family Test responses. Surveys completed by volunteers with patients in waiting area to maximise response rate to implement changes.

Members of the committee also attend the North Kirklees Patient Representative Group and feed back to members re issues raised at that meeting. The PPG also send a delegate to the CCG Strategy group.

How frequently were these reviewed with the PRG? On a quarterly basis.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: <b>PRG fundraising to hold health promotion events</b>
What actions were taken to address the priority?  <b>The group is aware of various health issues that are prevalent in the practice and discussed ways of supporting the practice through holding patient awareness events. It was decided to form a community group and to open a bank account with the intention of raising funds. A constitution has been written and agreed and a bank account has been opened. The group is currently applying for funding from various sources.</b>
Result of actions and impact on patients and carers (including how publicised):  <b>This is a positive step for the group who now have the governance in place to raise funds. Two target areas for the coming year will be to hold educational/awareness events for parents of young children with minor ailment/illnesses and also with diabetic patients. These are two areas which impact upon the access to the surgery greatly.</b>

## Priority area 2

Description of priority area: **Promotion of SystmOnline**

What actions were taken to address the priority?

**The practice has been trying to encourage patients to use SystmOnline as it has a large younger population who are using smart phones and are very familiar with the newer technology. Unfortunately, there has been very low uptake. This was discussed at PRG and the group have been given a demonstration. The group decided that they will promote this for the surgery by being in the waiting room and giving demonstrations to patients whilst they are waiting for appointments. A series of dates have been agreed when this will happen.**

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

**Increase in uptake of online services will reduce the number of telephone calls to surgery and help to improve telephone access. It is more convenient for patients as can be used 24/7 and can save their time in trying to contact the surgery.**

### Priority area 3

Description of priority area: **Improving access**

What actions were taken to address the priority?

**The practice has been receiving increased negative feedback regarding patients being unable to see/speak to clinicians. This was discussed at PRG and a suggestion for the practice to pilot a clinical triage system. This was initially piloted on Mondays which worked well and was therefore increased to 3 days per week. The positive feedback was discussed further at PRG with the findings that 40-50% of calls triaged did not need an appointment to be seen. The PRG agreed that we should implement a triage system for the fully for the entire week.**

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

Improvement of timely access and reduction in DNA appointments  
Convenient for many patients to have telephone consultations where appropriate.

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 three changes agreed last year and ongoing progress made were**

**Surgerypod - Since this has been implemented patients are finding this facility very benefiting. New patients who are registering with the surgery are coming to do new patient checks at their own convenience this has increased accessibility due to being able to use the pod in the waiting room at any time convenient for them during opening hours.. Female patients are able to do pill checks and all the patients who have BP diagnosed are able to do their blood pressure checks. The pod is able to provide reporting data and sends out emails to the surgery staff who will get a nurse to check the details the pod has recorded and if there are any concerns then will ask patient to come in to be seen. The updated software offers patients a wide range of choice of languages, updated checks and screening to meet current guidelines and increased confidentiality by the installation of a privacy booth.**

**Upgrade of Website – The practice website has been upgraded and now is supported on the newer technology such as smart phones/pads. The website has simple terminology and can be easily navigated to find information about the practice and it's services or to contact the practice. Patients are able to send requests of appointments, change of details and new patients are able to register via the website, also there are links available to enable patients to order prescriptions, book change or cancel appointments, complete Friends and Family Test online. There is also useful contact information / links for many other health and social care services.**

**Telephone access at 8am – the surgery was manned by one staff member at 8am, after receiving an increasing amount of verbal comments from patients who were unable to get through to the surgery at 8am in the morning. The surgery increased to 2 admin staff to manage the opening time of the surgery. This has been made substantial difference as more calls are handled now. The surgery is still aware due to increased demand and an inadequate telephone system this has not resolved the full issue of access and are still working on this to improve this with their PPG group members.**

4. PPG Sign Off

Report signed off by PPG: Anthony Hollands (Chair) Raheela Saleem (Secretary)

Date of sign off: 24<sup>th</sup> March 2016

How has the practice engaged with the PPG: Yes

How has the practice made efforts to engage with seldom heard groups in the practice population? Supported PPG with ideas, venue.

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 very much

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

Do you have any other comments about the PPG or practice in relation to this area of work? The surgery have been very supportive of our PPG group.