

# Annex D: Standard Reporting Template

## South Yorkshire and Bassetlaw Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Park Grove Surgery

Practice Code: C85017

Signed on behalf of practice: *M A Field*

Date: *27.02.2015*

Signed on behalf of PPG: *L Gillott* *H. Hamilton*

Date: *9-03-2015*

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

Does the Practice have a PPG? YES / NO <b>YES</b>																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>FACE TO FACE, EMAIL, POST</b>																																					
Number of members of PPG: <b>13</b>																																					
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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	<b>78</b>	<b>0.2</b>	<b>0.01</b>	<b>1</b>	<b>0.06</b>	<b>1</b>	<b>0.04</b>	<b>0.2</b>
PRG	<b>85</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	<b>0.02</b>	<b>0</b>	<b>0</b>	<b>0.1</b>	<b>0.06</b>	<b>0.03</b>	<b>0.01</b>	<b>0.01</b>	<b>0</b>	<b>0.1</b>
PRG	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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:

To ensure that the PPG was representative of the practice population in terms of gender, age and ethnic background and other members of the practice population we have advertised in the surgery (posters/jayex board) and also on the website. The posters were in alternative languages based on the practice population to try and encourage other groups ..\..\Posters\Pt group poster English.ppt ..\..\Posters\Pt group poster Malay.ppt ..\..\Posters\Pt group poster Polish.ppt

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? YES/NO

**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:

**Family and Friends Test feedback, PPG views collated at meetings, Patient survey done and reviewed in March 2014**

How frequently were these reviewed with the PRG?

**The feedback was discussed with the patient participation group twice a year and any actions were agreed by the practice and the PPG members.**

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area:

**Relocation of current premises to new purpose built medical centre.**

What actions were taken to address the priority?

**Consultation with various bodies such as NHS England, Barnsley Council, NHS Barnsley CCG, Patient Participation Group, Healthwatch, Planners etc to move the project forward.**

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

**Work is still ongoing and progressing, we have kept the Patient Participation Group up to date with progress and consultation continues. Minutes of meetings on website with report [www.parkgrovesurgery.co.uk](http://www.parkgrovesurgery.co.uk) . The plans were discussed at the last meeting and the group were happy with the layout and car parking and offered some suggestions for management of this.**

**Current premises are very old and rooms are dark and in need of refurbishment, there is no lift to the second floor and clinicians have to move rooms to see disabled/elderly patients who can't manage the stairs. The impact on patients and carers upon completion of the project would be tremendous compared to the current location/premises, offering improved disabled access, more clinic time/space, parking facilities, improved layout, lift. The project would benefit all patients and carers.**

## Priority area 2

### Description of priority area:

**Friends and Family Test – this took over from the patient survey that the practice has run for the past few years. The group agreed to try and push this forward in order to obtain meaningful feedback for reflection/consideration.**

### What actions were taken to address the priority?

**Initially the practice purchased collection boxes and produced a practice own data collection sheet. The local team then provided us with cards to collect the data. We currently use a mixture of both. Reception staff were asked to hand them out and collect the feedback daily to report back to the Practice Manager. There are also posters to advertise this survey and cards/sheets available for patients to collect themselves and post back in the boxes provided.**

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

**The results were collated and presented to the Patient Participation Group. The Patient Participation Group agreed to the following:**

- **We will continually use this feedback to highlight further areas of priority in future Patient Participation Group meetings to make further improvements to the practice/services for our patients and carers.**
- **We will advertise the FFT on the website aswell as in the surgery.**
- **We will advertise comments that we have been able to action within the surgery to feedback to the practice population to keep them updated.**

**As this is a fairly new introduction to the practice we feel that more time is needed to gain further impact on the patients and carers.**

### Priority area 3

Description of priority area:

**To work collaboratively with the local CCG to be able to improve access to clinicians for patients (increase appointments)**

What actions were taken to address the priority?

**At our Patient Participation Group meeting in November we discussed the option of working collaboratively with NHS Barnsley CCG to deliver a set of standards and key principles in order to receive investment in workforce for the practice, the Patient Participation Group were happy to agree to this as it meant improved access to clinicians for the surgery. We are pleased to say that in doing this we were able to take on an Advanced Nurse Practitioner to compliment our existing team including an extra late evening surgery.**

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

**We believe this has made a significant impact on access to clinicians at the practice. Previously the on call Doctor had to see any extra urgent patients and had many telephone queries to deal with this has now significantly reduced. Patients should hopefully find it easier to make an appointment at the surgery. The patient group did comment on how easy they had accessed this at the practice recently.**

## 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):

**We have run a patient participation group at Park Grove Surgery since 2011, here are some of the issues raised and action taken with the agreement of the members of the Patient Participation Group:**

- **Appointment booking – patients unaware of the system, advertised and staff to advise more**
- **Telephone advice – patients unaware of availability, posters and staff to offer more**
- **Telephone system – patients wanted a queuing system added, spoke to telephone company and arranged, is now in place**
- **Newsletter – patients wanted a newsletter, produced at certain points throughout the year, added to website and printed copies in surgery**
- **Did not attend patients – more action to be taken against patients who book appointments and then don't turn up, system put in place for staff to monitor and send letters to patients advising they must inform us if unable to attend so appointment can be given to someone else**
- **Notice boards – to tidy up in general, actioned.**
- **Telephones – patients having trouble getting through at peak times, the surgery adopted Voice Connects/Patient Partner an automatic telephone service to book, cancel and amend appointments 24 hours a day, 7 days a week for those patients who want to use another option**
- **On line services – although we have been offering this service since 2010 some patients were still unaware of this so this was advertised more by poster and verbally by staff.**
- **Name Badges – request for staff to wear name badges, actioned and purchased.**

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO **YES**

Date of sign off: **17.02.15**

How has the practice engaged with the PPG:

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

**Patient Survey (some patients prefer to give one off or occasional feedback rather than join the group), Family and Friends Test, posters in different languages to encourage members of different ethnic background to join the group, the group is also advertised on the practice website, we accept members that wish to correspond by email or post aswell, this helps patients who don't have time to come into surgery to attend meetings, the Practice Manager has an open door policy and receives comments/feedback from patients and carers.**

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

**Yes, Verbal and written (Comments received verbally to Practice Manager from individuals, comments received during Patient Group meetings, Family and Friends Test comment cards, comments provided in surveys)**

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

**YES, discussed at both meetings and template completed with group on 17.02.15**

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

**Access has increased and therefore improved for patients and carers, we continue to work towards the relocation which would be of tremendous benefit to the patients/carers and we will continue to review FFT feedback on a regular basis.**

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

**The practice would like to take this opportunity to thank all the members of the Patient Participation Group who regularly give up their free time to attend practice meetings to discuss priority issues and give their feedback on current services in order to make improvements to the surgery for all patients and carers. Your hard work, commitment and time are very much appreciated.**