

Annex C: Standard Reporting Template

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

Practice Name: **DONCASTER 8 TO 8 HEALTH CENTRE**

Practice Code: **Y02635**

Signed on behalf of practice: Helen Smith, Practice Manager

Date: 27.03.15

Signed on behalf of PPG: Karen Halliday, PPG Member

Date: 27.03.15

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

Does the Practice have a PPG? YES / NO Yes
Method of engagement with PPG: Face to face, Email, Other (please specify) We had a virtual PPG for Doncaster 8 to 8 Health Centre up until September 2014 when we, in discussion with the PPG members, agreed to develop a face to face group. All the members of the virtual group were canvassed, we advertised on our Website, Facebook and Twitter. The first meeting was held on 21 October 2014 and monthly meetings have been held since. The terms of reference, chair and agenda/format were agreed at the meeting in January 2015.
Number of members of PPG: 7

Detail the gender mix of practice population and PPG

%	Male	Female
Practice	53%	47%
PPG	43%	57%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2316	1303	2686	1597	979	446	132	45
PPG				4	2	1		

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	1956	8	2	6	14	34	14	34
PPG	6	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	25	58	5	78	99	136	4	9	13	7009**
PPG	1	0	0	0	0	0	0	0	0	0

** Please note that the 7009 any other are a combination of patients that are Polish, Czec, Romanian, Lithuanian, Turkish and Slovakian.

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 have a dedicated notice board in the practice specifically for the PPG with advertising literature, dates of meetings and membership information displayed. We regularly target patients attending appointments with leaflets in registration packs, we also speak to all patients that post comments, good or bad, asking if they would like to become members, we have recruited two new members so far with this method. We regularly advertise on our website and on our Facebook and Twitter pages encouraging patients from all backgrounds to join. Our first meeting was held at lunchtime, however, we had poor turnout for this so, with agreement with the members meetings are now held at 6pm to accommodate those members that work or have family

commitments. Due to our diverse population we are looking to produce language relevant literature to target the large eastern European

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:

Feedback from PPG members at PPG Meetings.
Feedback received via NHS Choices web-site.
Feedback received via our monthly patient questionnaire
Feedback received via FFT cards
Feedback from comments/suggestion slips

How frequently were these reviewed with the PPG?

At monthly meetings.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Telephone Calls – time taken to answer</p>
<p>What actions were taken to address the priority? One of the main points of feedback received from patients both verbally and through questionnaires/comments/meetings is the time it takes to get through on the telephone. The actions that we have taken so far are;</p> <ul style="list-style-type: none">• Reviewed the staffing rota to ensure that we have adequate staff on duty at peak times• Employed two additional receptionists• Reviewing telephone system
<p>Result of actions and impact on patients and carers (including how publicised): All telephones are now manned at peak times and we aim to answer all calls in a timely manner, feedback from the PPG is a marginal improvement to date.</p>

Priority area 2

Description of priority area:

Reducing DNA (do not attend) appointments

What actions were taken to address the priority?

The members of the PPG were concerned about the high level of DNA's each month. They want to look at ways to improve this so improving appointment availability and waiting times as an outcome. Suggestions for action plan;

- Advertising DNA rates on the reception screens
- Encouraging new patients to register for text reminders
- Language appropriate literature/letters

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

Results would be;

- Reduction in DNA rate (target less than 10%)
- Increased availability of appointments
- Reduced waiting times
- More efficient service

Priority area 3

Description of priority area:

- Car Parking
- Waiting Room Seating

What actions were taken to address the priority?

Car Parking

One of the main complaints that we receive is about the car parking facilities. Doncaster 8 to 8 Health Centre is located in a large purpose built building close to the town centre with easy access to the train and bus stations and with three paid car parks very close by. Car parking on site is very limited and is behind a controlled barrier, we have disabled parking in the undercroft of the building with easy access to the lifts. As we are located in a shared building, the car park is also shared. The car park is monitored by concierge services in the building. We have regular building meetings with the other services where the parking issues are raised and this is constantly reviewed to see where it could be improved. We will continue to work on this during 2015.

Waiting Room Seating

The members of the PPG suggested that the seating in the waiting room could be re configured to give a more communal feel, this has been done and feedback so far has been positive. We will continue to monitor this going forward into 2015.

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

All outcomes from actions are noted on the PPG minutes which are available for patients to read, these will also be posted onto the surgery website.

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):

2013/14: The outcomes from the patient survey 2013/14 were;

- To continue to develop and increase membership of our Patient Participation Group – we have succeeded in doing this by turning from a virtual to face to face group and encouraging participation through media, in house advertising and speaking to patients.
- To increase the availability of on line appointments – we now offer pre bookable appointments for GP and Nurse Practitioners through Systmonline, patients are encouraged to sign up at point of registration and, with in house advertising.
- To supply a wider range of information leaflets for patients – we now have a wide selection of leaflets available in the waiting area as well as downstairs in the information/waiting area. We have a range of leaflets, choose well, cancer screening and others in the top 10 languages.
- Repeat Prescription Box on the ground floor to save patients having to go up a floor and queue to hand in. A box has been re-located at the side of the concierge desk on the ground floor, positive feedback so far.
- To enquire about the possibility of music/TV/magazines in the waiting area - we have been unable to fulfil this request due to the building being managed (NHS Property services/CPS) and licencing laws with regards to music. Magazines can cause infection control issues.

4. PPG Sign Off

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

Date of sign off: **25 March 2015**

Has the report been published on the practice website? YES/NO **Yes|**

How has the practice engaged with the PPG: **Meetings, via E-Mail, Face to Face, Telephone Conversations**
How has the practice made efforts to engage with seldom heard groups in the practice population? **We are looking at getting language specific literature to encourage membership from other groups and speaking with local polish groups to encourage participation.**

Has the practice received patient and carer feedback from a variety of sources? [Yes, monthly questionnaire, FFT, NHS choices, comments slips](#)

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?

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

Please return this completed report template to the generic email box – no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.