Reporting Template

West Yorkshire Area Team

2015/2016 Patient Participation Enhanced Service – Reporting Template

Practice Name: Batley Health Centre -Dr Hassan and Dr Zia

Practice Code: B85008

Signed on behalf of practice: Janey Hellings Practice Manager Date: 29/03/2016

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

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| Does the Practice have a PPG? YES | |
| Method of engagement with PPG: Face to face, Email | |
| Number of members of PPG: 10 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 51% | 49% | | PRG | 30% | 70% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <15 | 15-44 | 45-64 | 65-74 | 75-84 | 85+ |  |  | | Practice | 20.5 | 39.5 | 23.3 | 9.21 | 5.65 | 1.6 |  |  | | PRG | 0 | 20 | 20 | 30 | 30 | 0 |  |  | |
| 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 | 74% | 2% | 0 | 0 | 0 | 1.5% | 0 | 0 | | PRG | 80% | 0 | 0 | 0 | 0 | 0 | 20% | 0 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 5.2% | 16.7% | 3% | 0% | 0 | 1.5% | 0.4% | 0 | 0 | 2.2% | | PRG | 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:  **We have recently increased group members by 20% as we had a recent drop in patients attending the group due to illness. We have a named receptionist who is leading the development of our group. She is a front of house receptionist that has worked here for a number of years and knows the patients well. We are continuing to advertise on prescriptions and in reception and also targeting opportunistically when patients attend bearing in mind the need to involve patients from all ethnicity.** | |
| 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**  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:  **We have highlighted the need to include patients that are in the 16-64 age group and have recently had interest from 3 new patients who will be invited to our next meeting. They are not included in the above figures. In the next year we will try to include an evening meeting to accommodate workers. Thus encouraging patients in the working group to attend.** | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **The group has discussed a survey completed in Aug 2015 regarding appointments and access. The changes to the appointments system and introduction of a triage system was discussed and fed back to the group. Discussion around setting up a carers support group. Speaker from Carers count. Changes to staffing and introduction of phlebotomy service fed back to group. Discussion and advice taken re introduction of Practice newsletter.** |
| How frequently were these reviewed with the PRG? **On a quarterly basis** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: **antibiotic guardian** |
| What actions were taken to address the priority?  **The practice is a high prescriber of antibiotics and is backing the campaign with materials and by signing up to the antibiotic guardian scheme. The group were presented with information from medicines management and because this area was priority for the practice all PRG members present signed up and there details added to our posters in the waiting room to support this. including in the poster materials to promote the antibiotic guardian campaign** |
| Result of actions and impact on patients and carers (including how publicised):  **Practice clinical staff completed antibiotic guardian pledge and certificates are on display in GP rooms. Some members of the PRG have agreed to be named on posters as a group supporting this too.** |

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| Priority area 2 |
| Description of priority area: **Practice Newsletter** |
| What actions were taken to address the priority?  **The PRG discussed the need for a practice newsletter. It was felt that this should be 4 per year which should be seasonal and should include updates in relation to staff changes, new or changing services, seasonal and topical health advice/information as well as national update information.** |
| Result of actions and impact on patients and carers (including how publicised):  **The first newsletter was approved by PRG in March 2016 although not widely circulated feedback was very good and spring one to go out week commencing 4th April 2016** |

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| Priority area 3 |
| Description of priority area: **Changes made to appointment system and introduction of a triage service** |
| What actions were taken to address the priority?  **The Practice had a traditional appointments system which was currently overloaded and patients were complaining that they were not getting to see a doctor. The staff were under pressure to get patients seen and the GPs were exhausted often seeing double the patients actually appointed for.** **After completion of an in house survey it was presented to the PPG and discussions around risk groups and triage within the practice.**  **.** |
| Result of actions and impact on patients and carers (including how publicised):  **The triage is working well and patients are actively using the service. Although there is still some work to do and the plan is to repeat the survey shortly. The website is used to publicised new services and also posters and by word of mouth.** |

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):

**Friends and family cards- The practice now has a process for completing and reporting on Friends and family cards. Staff encourages patients to fill them in. The box is on display in both surgeries. There is a link via our website.**

**Patient group development-The introduction of a more formal agenda and speakers to come and let the group know about new services. Visit from Medicines Management and Carers connect.**

**Macmillan coffee morning- PPG actively involved in this annual fundraiser which raised last year was £525.00. Thank you to all who baked and worked that day to make it a success**

1. PPG Sign Off

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| Report signed off by PPG: this report has been emailed out to our group awaiting official sign off  Date of sign off: **31/3/2016** |
| How has the practice engaged with the PPG:  **The practice has engaged by face to face quarterly meetings and by email.**  How has the practice made efforts to engage with seldom heard groups in the practice population?  **Efforts have been made by the practice to make the group as inclusive as possible as mentioned in the report above**  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?  **NO- due to practice manager sickness the action plan has not been signed off but has been emailed to PPG**  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 practice is fully supportive of our group which has run for over 8 years. We value their suggestion as they value ours and have good engagement with the members which we hope will continue in the future** |