

Reporting Template

West Yorkshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Wibsey & Queensbury Medical Practice

Practice Code: B83028

Signed on behalf of practice: Nicola Costello

Date:25.3.2015

Signed on behalf of PPG: Chairperson

Date:25.3.2015

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											
Number of members of PPG: 12											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	49%	51%	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	0.1%	0.1%	Practice	19%	9%	12%	13%	15%	13%	11%	8%
			PRG				1		3	7	1

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	5889	36	0	0	73	15	121	11
PRG	12	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	14	269	5	1	10	5	17	0	0	0
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:

The practice has on several occasions tried to recruit new members that are more representative of the practice population. Membership is open to anyone who is a patient of the practice.

Information on how to join the group is available on the practice website. We have displayed posters in the waiting rooms as well as displaying messages both in the waiting rooms and on the right hand side of prescriptions.

We have discussed this at PPG meetings during the year, whilst we have been successful in recruiting new members unfortunately; we have not yet management to recruit members more representative of our practice population.

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 last patient survey was discussed in the PPG meetings and an agreed action plan as a result of the survey was produced. The practice is currently in the process of undertaking a practice survey and has worked with PPG to agree a set of questions to ask patients but trying to capture relevant information to the practice.

With the introduction of the Friends and Family Test, the results will be discussed with our PPG members on a regular basis

How frequently were these reviewed with the PRG?

The practice survey is discussed annually, whilst the Friends and Family will be discussed bi monthly

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 589 419">Description of priority area:</p> <p data-bbox="203 424 1391 454">Introduction of additional online appointments available to patients to book remotely.</p>
<p data-bbox="203 649 887 679">What actions were taken to address the priority?</p> <p data-bbox="203 721 2024 901">The appointment system was reviewed following patient feedback from the patient survey. It was agreed to increase the number of on-line appointments available to patients. These appointments are available to book up to 5 days in advance. Appointments are now available each morning for the each of the regular GP's across both surgeries. In the event the online appointments are still available on the same day, reception staff will book these unused appointments for patients who either attend the reception desk or telephone for an appointment for the same day</p> <p data-bbox="203 943 1962 1050">Details of the online booking appointments are available on the practice website, the practice leaflet, as well as staff advising patients of this service either face to face or via the telephone. This service has also been promoted via the electronic call boards.</p>
<p data-bbox="203 1131 1312 1161">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1166 2036 1273">The introduction of the additional on line appointments have helped to improve access and availability for patients, particularly those patients who work requiring an early morning appointment and the providing the flexibility of being able to book up to 5 days in advance. Posters were displayed in the waiting rooms of the impact for patients.</p>

Priority area 2

Description of priority area:

The PPG is keen to introduce working with a “buddying system.” This has been identified as a priority area for the group for the forthcoming year. Despite several attempts in the past to try and work with other practice to date as not been achieved. Therefore the group wishes to continue to work with the CCG to try to establish a PPG buddy system

What actions were taken to address the priority?

Information regarding this was brought to the attention of the group via the District CCG meetings. The lead on this is Collette Connolly. The chair of our group has emailed Collette expressing a wish to meet with members of the Wilsden PPG, as they are known to be a well established group, involved in facilitating numerous activities involving the patients of their practice. Our group would like to meet with members of the Wilsden PPG to find out how they have managed to be successful with involving their patients and how they organise and facilitate the numerous activities.

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

As this priority is still in its early stages it is too early to comment on any results or impact on our patients carers. However, any scheduled events will be promoted via posters and information on the website and in the reception areas.

Priority area 3

Description of priority area:

Members of our PPG are currently participating in training provided by the CCG on patient networking. It is designed for the members to understand the practice population and how best to promote the PPG in encouraging patients of those groups currently not represented to become members of the PPG

What actions were taken to address the priority?

The training being undertaken is to aid our members promote our PPG by different methods such as advertising and have a better understanding of the practice's population.

The training and suggested ideas will be fed back via patient group meetings, which in turn will be discussed and where possible put onto effect.

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

It is anticipated this work will promote our PPG and encourage additional membership more representative of the total practice population. Again as this priority it still in its early infancy it is too soon to evidence any results, this information will become available as the year progresses. It has already been discussed that posters advertising our PPG will be available to display in the waiting rooms at both surgeries.

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):

Over the previous years the practice identified issues with signage on the consulting room doors. This was reviewed resulting in a numbering system being introduced. This appears to be working well, helping patients to identify more easily which room they need to access.

One of the members brought to the practice's attention, the availability of a debt/finance advisory service that could be made available within the practice. Again this was discussed with the group and the doctors, all agreed to introduce the service. This additional facility to patients has been running for a couple of years now and is regularly accessed by our patients.

Patient feedback identified that some of our patients find our appointment system confusing. We have produced leaflets giving details of what appointments are available and details of how to access appointments.

Over the past eighteen months our PPG members are keen to work with other PPG groups to discuss a variety of matters such as how other groups work, what work they have done and changes made in practice etc. Whilst some of our members attend the CCG district wide PPG meetings, there is still an enthusiasm within the group to work with a "buddying practice," this has been identified as an area to work on for the coming year.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25.3.2015

The practice currently holds quarterly meetings with the PPG. The meetings include several members of the practice staff including where possible a GP. At the last meeting the group have expressed a wish to meet bi monthly.

The practice has an "open" policy for membership. We have tried to recruit members more representative of the practice but to date we not been successful in this area.

Feedback to practice is received via a variety of sources such as patient surveys, our practice website, patients will discuss face to face with staff members and over the telephone. Where possible feedback has been acted upon, for example, one patient recently made a comment requesting coat hooks are available in the patient toilets. This comment was acted upon and the patient concerned thanked the practice.

The PPG group have been involved in all action plans and areas of priorities resulting in findings following patient surveys.

Services offered by the practice have been improved upon to patients and carers with particular reference to the introduction of the debt/finance advisory service. Although this had not part of the agreed action plan, this was implemented following discussion at a PPG meeting.

The practice helped promote the "green bottle" scheme to our patients. This scheme involves patients displaying a notice in their window which alerts the emergency services, the patient has a "green bottle" which is kept on the top shelf of the fridge. In the bottle is a list of the patient's medication and any details the patient feels should be made aware to the emergency services. The scheme is with particular reference to the ambulance service, alerting any ambulance crew to any medication the patient is taking.

The practice continues to work with our PPG in working together to introduce or improve upon systems and services for all our patients.