

Annex D: Standard Reporting Template

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

Practice Name: **Upperthorpe Medical Centre**

Practice Code: **C88031**

Signed on behalf of practice: *[Signature]* Practice Manager *30.3.15*
 Date: *30.3.15*

Signed on behalf of PPG: *Nazih L Askham* PPG Chair / member Date: *30.3.15*

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 and email																																								
Number of members of PPG: 4																																								
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 50%;"></td> <td style="width: 50%; text-align: right;">Male</td> <td style="width: 50%;"></td> <td style="width: 50%; text-align: right;">Female</td> </tr> <tr> <td>Practice</td> <td style="text-align: right;">5065</td> <td>Practice</td> <td style="text-align: right;">4880</td> </tr> <tr> <td>PRG</td> <td style="text-align: right;">1</td> <td>PRG</td> <td style="text-align: right;">3</td> </tr> </table>		Male		Female	Practice	5065	Practice	4880	PRG	1	PRG	3	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 5%;"></td> <td style="width: 10%; text-align: center;"><16</td> <td style="width: 10%; text-align: center;">17-24</td> <td style="width: 10%; text-align: center;">25-34</td> <td style="width: 10%; text-align: center;">35-44</td> <td style="width: 10%; text-align: center;">45-54</td> <td style="width: 10%; text-align: center;">55-64</td> <td style="width: 10%; text-align: center;">65-74</td> <td style="width: 10%; text-align: center;">> 75</td> </tr> <tr> <td>Practice</td> <td style="text-align: right;">1995</td> <td style="text-align: right;">815</td> <td style="text-align: right;">1224</td> <td style="text-align: right;">1295</td> <td style="text-align: right;">1435</td> <td style="text-align: right;">1308</td> <td style="text-align: right;">919</td> <td style="text-align: right;">954</td> </tr> <tr> <td>PRG</td> <td style="text-align: right;">0</td> <td style="text-align: right;">0</td> <td style="text-align: right;">0</td> <td style="text-align: right;">1</td> <td style="text-align: right;">0</td> <td style="text-align: right;">1</td> <td style="text-align: right;">1</td> <td style="text-align: right;">1</td> </tr> </table>		<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1995	815	1224	1295	1435	1308	919	954	PRG	0	0	0	1	0	1	1	1
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Detail the ethnic background of your practice population and PRG: **Patients with a record of Ethnicity:-**

	White			Mixed/ multiple ethnic groups				
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	2322	11	0	82	38	12	28	47
PRG	4	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	44	89	11	46	140	77	27	21	28	263
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:

Our PPG is well advertised. We have stacks of invite letters in each waiting room. We have a notice board and visible poster. We also have a page on our website. The reception staff and doctors actively recruit. We also send out PPG invites to a random selection of patients generated by our clinical system – these go out in our call and recall letters.

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:

We encourage participation from all sectors of our population.

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

Matters arising from face to face meetings which are undertaken quarterly.

Via email feedback

Via GPAQ questionnaire

Via the NHS Friends and Family Test

How frequently were these reviewed with the PRG? **Quarterly**

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: **To improve membership of PPG**

What actions were taken to address the priority?

- **Improved placement of posters in waiting areas at both sites**
- **Placement of invite letters in waiting areas**
- **Invite letters posted to random selection of patients**
- **Reception staff and doctors informing patients opportunistically**
- **Practice website accessible to non-English patients**

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

We had 2 new interested members but unfortunately they were unable to attend our meeting – we emailed the minutes of the meeting on to them.

Priority area 2

Description of priority area: **To raise money for a defibrillator at each of our surgery sites**

What actions were taken to address the priority?

- **We have a rolling book sale at Upperthorpe Medical Centre and we have held a “nearly new sale” – to date we have raised £211.00**
- **SA (PPG member) has approached British Heart Foundation, Westfield Health and British red Cross in an attempt to raise funding**
- **We have put in a bid for monies from the recent Improvement Bid process**

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

We are currently awaiting a response to see if we have been successful in being awarded monies to cover the cost of both defibrillators.

Priority area 3

Description of priority area:

Last year we asked patients attending the surgery to complete a survey regarding their preference for the radio station being played in the waiting room. Unfortunately, since then we have been approached by a music licensing company who have requested a further payment to cover both surgery sites. As we already pay another company, we feel that the practice can no longer afford to play any music radio station.

What actions were taken to address the priority?

One of our PPG members (GE) very kindly researched music that does not require a license. It transpires that the composers of music has to be "out of copyright". This has proven to be very time consuming to source. We therefore agreed to play a non-music radio station.

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

We feel that having background noise in the waiting room is very important. It helps to have a calming and relaxing effect and also enables enhanced confidentiality at the reception desk.

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):

- Reception staff continue to communicate to patients when a doctor is running late, verbally and via a white board
- We continue to monitor the volume and clarity of our waiting room intercom system
- The patients continue to have access to the surgery via a locally charged telephone number
- We continue to advertise our online services – Appointments/Prescriptions/Summary Care Record – number of users increasing weekly
- Monitor adequate reading material in the waiting areas
- Continue to supply chairs with arms to assist our elderly patients
- We continue to play non-music radios stations, and we have the “life channel “screen at both surgery sites which is currently working well
- Continue to have fundraising events
- Timing of post-natal appointments reviewed regularly
- Continue to publicise our Patient Group – face to face, in the waiting areas, ad hoc postal advertisements and on our practice website
Despite all of this, recruiting new members remains to be a problem here.
- Once again, we have had an overwhelming positive response from our annual GPAQ questionnaire and we are extremely pleased with the Friends and Family Test which has returned a 99% extremely likely/likely verdict.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: Sarah L. Ashburn PPG chair/member 30.3.15.

How has the practice engaged with the PPG:

1. How has the practice made efforts to engage with seldom heard groups in the practice population?
2. Has the practice received patient and carer feedback from a variety of sources?
3. Was the PPG involved in the agreement of priority areas and the resulting action plan?
4. How has the service offered to patients and carers improved as a result of the implementation of the action plan?
5. Do you have any other comments about the PPG or practice in relation to this area of work?
 - 1 - our practice has engaged with seldom heard groups via - our fundraising efforts which involved the community.
 - 2 - yes the practice has via, some questionnaire and friends and family cards.
 - 3 - yes. we were fully involved in our decision making.
 - 4 - All of the changes mentioned and implementations on the back page have made a positive impact on the patient experience.

5. We are trying to increase our numbers of PPG members to ensure adequate coverage of feedback from our Patient Population

Sarah L. Ashburn.