

Annex D: Standard Reporting Template

North Yorkshire and Humber Area Team
2015/16 Patient Participation Enhanced Service Report

Practice Name: Pocklington Group Practice

Practice Code: B81036

Signed on behalf of the Practice:

Date: 31 March 2016

Signed on behalf of the PPG:



Date: 31 March 2016

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																																				
Number of members of PPG:	14																																				
Detail the gender mix of practice population and PPG:	Detail of age mix of practice population and PPG:																																				
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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	X			X			X	
PPG	X							

	Asian/Asian British					Black/African/Caribbean/Black British		Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	X			X						
PPG	X									

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 recruit for members of our PPG via use of our local newspaper, our Practice website, Practice noticeboards, promotion via our Practice clinicians and we also held a PPG Awareness Day in the Practice. We are aware that an area under represented is that of 16-24 year olds therefore we write to local schools specifically to try to attract younger members of the Practice area. These letters are usually successful. Our Chair has also been on local radio to promote the PPG.

Members all complete a demographic profile on applying to enable us to recruit into the 'gaps'.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? eg, 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: **N/A**

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:	FFT, National GP Survey.
How frequently were these reviewed with the PPG?	Once.

Action plan priority areas and implementation

Priority area 1

Description of priority area: **Improving Patient Access (highlighted within the National Patient Survey and from Patient Feedback)**

What actions were taken to address the priority?

1. Increased promotion of our online services – booking of appointments online, ordering repeat prescriptions via our Reception Team. The use of our online services has increased from 7.7% at the end of March 2015 to 31% at the end of March 2016.
2. The work undertaken with Productive Primary Care revealed that our number of GPs would need to increase a lot more to be able to introduce a new appointment system. The Practice has recruited more GPs to commence work in the future and so implementing a new appointment system may be possible eventually. However, there is an acute shortage of GPs nationally and so it is vital that we explore how some of the work traditionally undertaken by GPs may be undertaken by other types of clinicians. In the meantime, increasing the number of patients using online services is still a key piece of work. To help with this, Digital Eagles from Barclays gave a presentation to our PPG in February 2016 which provided the PPG and the Practice with ideas to take forward to 2016/2017.
3. To build on current reception team skills so that a consistent and professional approach from all our receptionists is achieved, particularly with our new building. The plan is to obtain some professional 'front of house' training to ensure that, whether via the telephone or face to face, all our patients are receiving a 'first class' experience when they contact our organisation. In the meantime, work on offering a more consistent service has continued.
4. PPG help to promote a 'medibus' scheme to assist patients with transport to and from the surgery.

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

1. An increase of 23.3% in the use of our online services has been achieved.
2. More GPs have been recruited but the Practice needs to explore the value of other roles taking on some of the work traditionally undertaken by GPs.
3. This work is ongoing.
4. There has been an increased use of the Medibus since the promotional work took place.

Priority area 2

Description of priority area: **Improving patient facilities (highlighted within the National Patient Survey and part of our planned changes)**

What actions were taken to address the priority?

Involving our PPG to highlight the key issues faced by patients in our old surgery which we wanted to ensure was much improved in our new premises.

The key issues were:

- 1. Car parking – virtually non-existent at our old Practice site.**
- 2. Reception and waiting area – very small, cramped.**
- 3. Lack of privacy at the reception desk.**
- 4. No children's area.**
- 5. Dispensary upstairs so not easy to discuss medication issues with a dispenser.**

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

- 1. Car parking – 70+ spaces are provided in our new premises car park; more than twice the capacity of our previous site.**
- 2. Our new building provides a much more spacious and brighter reception/waiting area, with three times the capacity of our previous reception/waiting area.**
- 3. Two interview rooms, one for the main reception and one for dispensary are situated on the ground floor for confidential/sensitive discussions with patients.**
- 4. A children's area is now available in the reception/waiting area.**
- 5. The dispensary in our new building is downstairs on one side of the patient waiting area, enabling patients and dispensers to have much needed conversations when necessary, particularly with a private, dispensary interview room being available for this purpose.**

Priority area 3

Description of priority area: **Practice relations – ensuring that we are as ‘external facing’ as possible and are collaborating/liaising with the relevant groups/societies to ensure that we proactively manage our organisation and continually look to improve its standing and reputation within primary care (highlighted as a priority within the PPG).**

What actions were taken to address the priority?

1. **Joining NAPP to explore how other PPGs are working with practices to address key issues; what these key issues are and using this knowledge to help support our PPG in addressing our own issues to improve services.**
2. **Forming a good working relationship with Healthwatch to understand the major issues and problems being faced by our patients so that we can learn from their experience and be more sensitive to patient issues.**
3. **Explore any local ‘health’ groups in the area which may be of help to us in making our group more representative of our patient population.**
4. **PPG representatives promoted the PPG at their schools as part of their Citizenship lessons.**

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

1. **We have just joined NAPP and are very excited about learning all there is to learn about how the organisation works, exploring how other PPGs function and having some members attend the National Conference. We are using their ‘CQC tools’.**
2. **To date, the Managing Partner has met with Healthwatch East Yorkshire on a number of occasions and a display area for Healthwatch has been established within our reception/waiting area. The Practice had a successful ‘Enter and View’ visit from Healthwatch in 2015.**

All developments for the above will be publicised on our 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):

Over the last year, we have had three members young resign (due to work and education changes) and we have recruited more members into the group. However our 16-24 group is still under represented, but work is in progress to remedy this situation.

Since moving to our new building, we have increased the number of telephone lines available into the Practice to reduce waiting times for calls coming into the surgery. We are planning to recruit volunteer callers to monitor telephone performance and provide feedback.

The Practice website continues to work well and is regularly reviewed and updated. It is a valuable communication tool for our Practice to pass on information and news to our patients.

Work is ongoing in collating our patients' mobile telephone contact details in order that a text messaging/reminder service can be offered to our patients soon.

3. PPG Sign Off

Report signed off by PPG: Yes	Date of sign off: 31 March 2016
How has the practice engaged with the PPG?	
2 Partners represent the Practice at PPG meetings and ideas from the PPG are shared with the Practice Partnership at their business meetings. The PPG are always listed to by the Practice Partnership who value greatly their opinion.	
How has the practice made efforts to engage with seldom heard groups in the practice population?	
The Practice has made efforts to engage with patients as a whole via surveys but, as yet, have not focussed on specific or seldom heard groups. This is something coming up on our agenda.	
Has the practice received patient and carer feedback from a variety of sources?	
Yes, through the Practice feedback section of the website, through the Practice's own feedback forms in the waiting room as through the Friends and Family Test.	
Was the PPG involved in the agreement of priority areas and the resulting action plan?	
Yes. The PPG also has a more comprehensive live action plan which is updated after each meeting.	
How has the service offered to patients and carers improved as a result of the implementation of the action plan?	
<ul style="list-style-type: none">• Improvements in information available on the Practice website and in the Practice booklet.• Online appointments and prescriptions.• Improvements in patient awareness of Practice services eg duty doctor, nurse practitioner and minor injury treatment.• Newly constructed surgery has brought a much improved overall patient experience.	
Do you have any other comments about the PPG or practice in relation to this area of work?	
The Pocklington PPG is a strong and proactive group. The Practice has embraced the process and willingly takes on-board ideas and critique from the group and working through agreed actions. The PPG has been actively involved in the location and design of the newly constructed surgery.	