

Annex D: Standard Reporting Template

North Yorkshire and Humber Area Team 2014/15 Patient Participation Enhanced Service Report

Practice Name: Pocklington Group Practice

Practice Code: B81036

Signed on behalf of the Practice:



Date: 31 March 2015

Signed on behalf of the PPG:



Date: 31 March 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																											
Number of members of PPG:	15																											
Detail the gender mix of practice population and PPG:	<table border="1"> <tr> <td>%</td> <td>Male</td> <td>Female</td> </tr> <tr> <td>Practice</td> <td>49.8%</td> <td>50.2%</td> </tr> <tr> <td>PRG</td> <td>31%</td> <td>69%</td> </tr> </table>	%	Male	Female	Practice	49.8%	50.2%	PRG	31%	69%																		
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Detail of age mix of practice population and PPG:	<table border="1"> <tr> <td>%</td> <td><16</td> <td>17-24</td> <td>25-34</td> <td>35-44</td> <td>45-54</td> <td>55-64</td> <td>65-74</td> <td>>75</td> </tr> <tr> <td>Practice</td> <td>16.96</td> <td>8.28</td> <td>9.20</td> <td>11.59</td> <td>16.29</td> <td>14.42</td> <td>13.53</td> <td>9.73</td> </tr> <tr> <td>PRG</td> <td>-</td> <td>13</td> <td>7</td> <td>-</td> <td>7</td> <td>40</td> <td>20</td> <td>13</td> </tr> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75	Practice	16.96	8.28	9.20	11.59	16.29	14.42	13.53	9.73	PRG	-	13	7	-	7	40	20	13
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PRG	-	13	7	-	7	40	20	13																				

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	X			X			X	
PRG	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						
PRG	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, Practice website, Practice noticeboards and letters sent specifically to local schools to try to attract younger members of the Practice area. These letters have worked as we now have a representative from each of our two local schools.

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 PRG?

Once as only available in 2015.

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 5.2% in March 2014 to 7.7% at the end of March 2015.**
2. **Taking professional advice to understand better our demand so that we can ensure that we provide the appropriate capacity in terms of staff, doctors and appointments. Productive Primary Care has been working with the Practice for the last few months to help us with this work and the initial data analysis has just been completed. This is a piece of work which is ongoing.**
3. **Following on from the work achieved with Productive Primary Care is a goal to provide more appointments and/or make better use of available appointments with better 'sign posting' for patients.**
4. **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 being only weeks away from completion. 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.**

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

1. **An increase of 2.5% in the use of our online services has been achieved.**
2. **Results of data analysis pending – results will be communicated via our PPG section on our Practice website.**
3. **As point 2.**
4. **This work is due to commence after we have moved to our new premises in May 2015.**
5. **The aim of all the above is to improve our telephone/reception service.**

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 current surgery which we wanted to ensure was much improved in our new premises, due to be completed at the end of April 2015.

The key issues are:

1. Car parking – virtually non-existent on our current 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 to be provided in our new premises car park which is more than twice the capacity of our current site.
2. A much more spacious and brighter reception/waiting area, with three times the capacity of our current reception/waiting area, will be provided in our new building.
3. Two interview rooms, one for the main reception and one for dispensary which will be based on the ground floor, are being provided for confidential/sensitive discussions with patients.
4. A children's area is being planned for our new building.
5. The dispensary in our new building will be downstairs on one side of the patient waiting area and so will enable patients and dispensers to have much needed conversations when necessary, particularly with a dispensary interview room being available for this purpose.

All the details of our new premises plans are on our website.

Description of priority area: **Practice relations – ensuring that we are as ‘external facing’ as possible and are collaborating/raising 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. **Endeavouring to make contact with other established PPGs, again with the goal of learning from them to further strengthen our own group.**
3. **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.**
4. **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.**

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.**
2. **Unfortunately, due to a lot of local PPGs being very newly established and therefore not feeling that they could ‘teach’ us anything or not wishing to make contact, we have not been very successful with this action. However our Chairman is very determined and will endeavour to pursue this action.**
3. **To date, the Practice Manager has met with Healthwatch East Yorkshire on a number of occasions over the last six months and a display area for Healthwatch has been established within our reception/waiting area. However due to having very limited display space in general, we are looking forward to being able to display more information from our new premises. We also hope that the current working relationship with Healthwatch can be expanded to include the PPG during the next 12 months.**

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 resign (as they had reached their full term as set out in the PPG terms of reference). We were able to fill these places including representation by one member of each of our local schools' Upper Sixth year.

The telephone service currently provided to our patients is due to be upgraded and improved when we move to our new Practice building in May 2015. This will include an increase in the number of lines available into the Practice to reduce waiting times for calls coming into the surgery.

The Practice website continues to work well and 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.

3. PPG Sign Off

Report signed off by PPG:	Yes	Date of sign off:	31 March 2015
How has the practice engaged with the PPG:			
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 is expected to bring 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 developing into 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.			