

# Annex D: Standard Reporting Template

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

Practice Name: **Friarwood Surgery**

Practice Code: **B87011**

Signed on behalf of practice: **Kevin Duggan (Practice Manager)** Date: **27/3/15**

Signed on behalf of PPG: **John Nye (PPG Chair)** Date: **27/3/15**

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

Does the Practice have a PPG? <b>YES</b>																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>Face to face monthly meetings and the Virtual Group contacted by e-mail with all minutes of meetings, PPG newsletters produced and information of any local events to attend and any surveys where we ask for feedback.</b>																																					
Number of members of PPG: <b>60</b>																																					
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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	98%	0.7%	0%	0.07%	0.09%	0.18%	0.1%	0%
PRG	99.96%	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	0.26%	0.18%	0%	0.12%	0.02%	0.26%	0.02%	0%	0%	0%
PRG	0.016%	0%	0%	0%	0%	0.016%	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 actively tried to attract younger people to join the PPG as virtual members and have managed to get a few to join by letting them do work experience with us to aid their future careers. We are also thinking about letting our young apprentice look at ways of using social media to gain views and ideas of younger patients.***

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 a large number of Nursing Care homes around the vicinity of the surgery so we have been sending Friarwood Nurse Practitioners to the largest homes for over 6 months to improve the continuity of care provided. This has recently been extended to be a Network pilot so we now have 5 practices involved in providing 5 days a week service to two large Nursing Care homes with the outcomes of the one year pilot helping to shape a CCG wide plan help to Nursing home***

***patients. We will be seeking the views of patients and relatives to the additional care home service provided by our surgery and the other practices in the network.***

## **2. Review of patient feedback**

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

***We receive patient feedback in verbal and written formats as well as on our website. These themes are discussed on a regular basis with the patient group with a view to improving our services.***

How frequently were these reviewed with the PRG?

***Annually as an agenda discussion point but monthly as part of practice updates to the PPG group. Recent feedback subjects have been DNAs, A/E attendances, telephone answering times, the use of the automated phone system and online booking***

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area: **Increase the use of the 24hr automated phone service and online booking of appointments**

What actions were taken to address the priority?

***We launched the automated phone booking system in late April 2014 and have taken a leap of faith by making up to 50% of our GP appointments available to all patients to pre book 24hrs a day via the phone or by booking online.***

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

***The above has improved the fair access to appointments for all patients and reduced the need to phone the surgery at 8am every weekday morning to book. This has been a large change process for our patients and we have received a reasonable number of complaints about it but we are working with patients who struggle to use the system with a view to helping them adapt to the change. We have sent out surveys to carers asking them their opinion on the changes we have made and although the numbers returned is low, all have been mostly positive about them.***

## Priority area 2

Description of priority area: **Improve same day access to clinicians**

What actions were taken to address the priority?

***We increased our Advanced Nurse Practitioner team to three to provide more on the day triage and appointments for patient's urgent clinical need. We also recruited a second Health Care Assistant to improve access to blood tests and help with general nursing capacity.***

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

***Patients are offered telephone call backs from ANPs when all GP appointments have gone for the day and if clinically appropriate are invited in for face to face appointment with the ANPs or the on call GP. We have received praise in the friends and family surveys which are published on line and displayed in the surgery, and have asked carers for their views in individual surveys which again seems to be meeting most people's expectations of good healthcare.***

Priority area 3

Description of priority area: **Improve the quality of our reception service**

What actions were taken to address the priority?

***Internal communication skills training have been delivered and all staff are now instructed to state who they are and how they can help, with a smile. All staff has a corporate identity with uniform and name badges. We have also employed a young apprentice who has been trained and mentored in the skills needed to become a courteous member of staff with excellent customer service skills, so much so that we have offered to employ him from April 15.***

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

***We have received numerous patient letters and e-mails of thanks for the help provided by reception staff and even positive verbal feedback on the quality of our apprentice.***

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):

***The priority areas above were raised as part of our PPG action plan for 2014/15 and I think we have delivered on all of them.***

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **27/3/15**

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? ***Yes but it is difficult to know how to do this effectively.***

Has the practice received patient and carer feedback from a variety of sources? ***Yes they sent out a survey in March 15 to carers and constantly monitor/respond to patient feedback.***

Was the PPG involved in the agreement of priority areas and the resulting action plan? ***Yes discussed and agreed and monthly meetings.***

How has the service offered to patients and carers improved as a result of the implementation of the action plan? ***Patient feedback on the improvements made has been in the majority positive.***

Do you have any other comments about the PPG or practice in relation to this area of work? ***The PPG is actively engaging with different groups to try and improve the choices of services available to all patients (including Age UK, Carers Wakefield, Health & Well Being worker etc etc. The PPG are also currently applying for a grant to make the surgery more Dementia friendly (including internal signage and staff training). The surgery encourages the PPG to get involved in its service developments and is always willing to listen to patients views on improvements.***