

# Annex D: Standard Reporting Template

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

Practice Name: Slaithwaite Health Centre

Practice Code: B85059

Signed on behalf of practice: Dr Y Shamsee

Date: 23<sup>rd</sup> March 2015

Signed on behalf of PPG:

Date:

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: 13																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>48%</td> <td>52%</td> </tr> <tr> <td>PRG</td> <td>38%</td> <td>62%</td> </tr> </tbody> </table>	%	Male	Female	Practice	48%	52%	PRG	38%	62%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>21%</td> <td>9%</td> <td>15%</td> <td>14%</td> <td>17%</td> <td>11%</td> <td>8%</td> <td>5%</td> </tr> <tr> <td>PRG</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>15%</td> <td>8%</td> <td>23%</td> <td>46%</td> <td>8%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	21%	9%	15%	14%	17%	11%	8%	5%	PRG	0%	0%	0%	15%	8%	23%	46%	8%
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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	97.9%	0.4%	0%	0%	0.8%	0.1%	0.3%	0%
PRG	100%	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	0.2%	0.1%	0.1%	0.1%	0%	0.2%	0.2%	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 group was formed in 2011 and members recruited via a campaign. Although recruitment is an ongoing problem we continue to publicise and promote the group as follows:

- Messages /information notices were placed on notice boards in reception
- Letters were initially sent out on an ad-hoc basis to hard to reach patients i.e. teenagers
- Practice website encourages involvement and participation
- New patients are informed about the PRG and are invited to meetings
- We have recruited 3 new members in the last year – these have improved the demographics of the group as the age range of these members falls in the 35 – 55 categories

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 practice participates in the Friends and Family Test
- Comments and suggestion box
- Undertook various patient satisfaction surveys
- NHS Choices
- Complaints and compliments procedures

How frequently were these reviewed with the PRG?  
At all meetings throughout the year

## Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 395 589 427">Description of priority area:</p> <p data-bbox="203 467 439 499">Water dispenser</p>
<p data-bbox="203 616 887 647">What actions were taken to address the priority?</p> <p data-bbox="203 687 1216 719">Patients requested that a water dispenser was put into the waiting room</p>
<p data-bbox="203 914 1317 946">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1066 898 1098">A water dispenser was installed September 2014</p>

## Priority area 2

Description of priority area:

Online Access to Patient Records

What actions were taken to address the priority?

- Practice encourages patients to “sign up” for this facility which is available to all patients following consultation with a GP.
- Information about this facility is available both in the surgery and on line
- All new patients are given the information they require to use this facility
- Access to records was discussed at the PPG meetings, including online appointment booking and repeat prescription requests

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

- There has been an increase in the uptake of patients requesting access for online appointment booking and prescription requests.
- The practice is set up for patients to access their records online if they request to do so
- The PPG discussed in great detail access to records. Not all comments were positive.
- PPG members thought that an information / demonstration event at the practice would benefit patients

### Priority area 3

Description of priority area:

Methods of communicating with patients

What actions were taken to address the priority?

- Patient feedback suggested that duplication of letters to patients was a problem, particularly blood test results.
- The group suggested that there were perhaps unexplored methods of communicating and interacting with patients that the practice could utilise such as telemedicine and email. Patients who require a quick, straightforward answer to a question, could they not just email the GP?
- Could patient conditions be triaged over the telephone?

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

- Letters to patients regarding blood tests results were stopped – unless they cannot be contacted by telephone
- Patients will now be contacted by telephone
- Prior to any new initiatives with regards to communications with patients being adopted, advice will need to be sought from medical protection agencies to make sure that methods used are confidential and that patient data is protected.
- It was felt that telephone appointments would benefit some patients, this should feel like an adjunctive service not a barrier.
- These are areas which will be explored more fully

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):

2012:

Practice Website - Inadequate: The practice website was redesigned using a different website provider

Appointments: Patients were offered the facility to book appointments on line

2013:

Nurse Practitioner appointments: Increased capacity from April 2013. Uptake was monitored.

Clinicians running late: The reception staff would keep patients informed if a clinician is running more than 30 minutes late

Opening times: The practice would open on the first Saturday morning of every month as well as continuing to open later on a Monday and a Thursday

2014:

Education events for patients to be developed



### 3. PPG Sign Off

Report signed off by PPG: NO

Date of sign off:

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

- Regular meetings throughout the year
- Minutes are emailed/posted to all group meetings whether or not they attend the meetings

Has the practice received patient and carer feedback from a variety of sources?

- Information notices and posters are displayed in the Practice waiting area and also on the Practice web site

Was the PPG involved in the agreement of priority areas and the resulting action plan?

- The PPG is keen to develop the variety of ways that patients can communicate and be involved with the Practice
- Access to services are a priority for the group

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

- Patients receive their test results promptly and via a single contact which is the telephone in most cases
- Saturday morning opening has proved very popular with workers
- 

Do you have any other comments about the PPG or practice in relation to this area of work?

- Feedback from the group is very positive

Attempts were made to recruit as follows:

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