

Annex D: Standard Reporting Template

Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **THE NORTHOLME PRACTICE**

Practice Code: **B84008**

Signed on behalf of practice:

Date: 31.3.15

Signed on behalf of PPG:

Date: 31.3.15

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) <ul style="list-style-type: none">The practice engages with Members of the Patient Group, face to face at meetings, via email and telephone												
Number of members on PPG: <ul style="list-style-type: none">Currently we have 12 members on the Patient Group												
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:								
%	Male	Female		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	6985	7230		Practice				1	3			
PRG	4	8		PRG			1	1	1	5	3	1

Detail the ethnic background of your practice population and PRG:

- Total number of patients registered 14,215
- Total number of patients with a record of ethnicity recorded in their medical record – 9,434
- Total number of patients with no record of ethnicity recorded in their medical record - 4,781

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	9020	34	0	2	25	7	20	5
PRG	12	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	51	59	1	9	22		1	5		
PRG										

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 practice has used a range of advertising methods to Promote the Patient Group including , Patient Group leaflets, personal contact with patients, slips on prescriptions, practice website, practice Newsletter & posters .
- The Patient Group has become involved in the Friends and Family Test and previously the flu campaign to encourage and promote the Patient Group particularly to groups of patients who are underrepresented.
- There has been a local campaign to promote Practice Patient Groups in schools particularly targeting those aged 16 and over – unfortunately to date this has been unsuccessful
- One of our Patient Group members is particularly interested in trying to engage younger aged mums through our baby clinics and this is an area the practice will be looking to work towards with the Health Visiting team.

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 and Patient Group reviewed the patient feedback from the Patient Survey 2013/14. Results and areas were chosen and agreed to form an Action Plan for 2014/15.
- In line with National Guidance the practice had conducting the Friends and Family test survey. The results and patient feedback has been shared with the Patient Group and discussed at the last PPG meeting on the 2nd February 2015.
- Members of the Patient Group have volunteered to help at additional FFT Target dates we have introduced. Members of the Group have been available in the waiting rooms to encourage completion of the FFT and feedback any patients comments to the practice
- Feedback for the FFT is starting to filter through via our Practice website.
- Results of the patient feedback is being reviewed in house and shared with the practice team

- It is hoped that next year we will be able to use the new text messaging service to encourage additional feedback

How frequently were these reviewed with the PRG?

- The Action plan has been reviewed and updated with ongoing progress at each Patient Group Meeting - usually 3 meetings per year
- Results of the Friends and Family test have been shared will be shared with the Patient Group at each meeting – usually 3 meetings per year

3. Action plan priority areas and implementation

Priority area 1 - 2014/15
<p>Description of priority area:</p> <ul style="list-style-type: none">• REVIEW PRACTICE WEBSITE• There were limitations in terms of managing and updating the format of the old practice website• It was agreed to review this in house with a view to making it more staff, patient and staff user friendly
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• Agreed with the PPG to review the current website• Practice reviewed various options and website service providers• Practice gave notice and agreed to change website provider• Website provider - My Surgery Website• Transfer date agreed
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• Practice able to amend, monitor and update website in house rather than through 3rd party• More information available for patients• Easier to access information and links to other agencies• More user friendly for patients and carers• Patients able to complete surveys/questionnaires on-line• Publicised – Practice Newsletter, slips handed out, Practice Leaflet, PPG – ongoing publicity campaign to be extended to promote in 2015/16

Priority area 2

Description of priority area:

- To be able to book appointments on-line
- To be able request repeat prescriptions on-line

What actions were taken to address the priority?

- Ongoing process to record, update and validate patient mobile telephone numbers and email addresses on patient records
- Systems and processes put in practice to enable patients to register for on-line access
- Consent form devised
- Clinical system updated – go live
- Process in place for validating/confirming a patient's identity
- Staff training how to register patients for online access
- GP's review patient repeat prescriptions

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

- Introduced on-line ordering of repeat prescription – February 2015
- Introduced on-line booking of appointments - February 2015
- Currently publicised through practice leaflet and practice website, however a further extensive publicity campaign is planned for 2015/16 e.g. next edition of practice Newsletter, via text messaging service and slips for reception and printed prescriptions
- The hope is that on-line access will reduce the number of telephone calls at busy peak times to make telephone access for patients and carers easier.
- Greater flexibility for patients and carers ordering prescriptions and booking appointments outside core hours

Priority area 3

Description of priority area:

- Update telephone system and install at Kos Clinic and Annex

What actions were taken to address the priority?

- It was agreed with the PPG to look at the current telephone system as it was felt to be outdated
- On reviewing the telephone system it was agreed that this no longer met the needs of an ever expanding practice and the demands for additional telephone lines
- New telephone system installed at Kos Clinic and the Annex in 2014/15 to be joined up with Northowram surgery

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

New telephone system installed at the main surgery and the Annex

New telephone system had additional telephone lines

- Direct incoming telephone lines to named staff
- Direct extension numbers for internal communication across the 3 sites for staff

Queuing system for incoming calls – including messages for patients

Additional direct telephone lines to practice staff

Additional direct telephone lines/extension numbers to practice staff freeing up valuable telephone lines enable patients and carers to contact the surgery

Telephone access/demand can be monitored

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):

2012/13 – 1st year

Summary of Action Plan and progress made on issues agreed with PPG:

Made better use of IT systems:

- Campaign to record & updated mobile telephone numbers in preparation for text messaging service
- Collected and recorded patient email addresses
- Preparation work for online prescription ordering service
- Updated links on practice website

Reduce the number of DNA's:

- Commenced sending text messages to confirm date and time of appointment
- DNA appointments – sending text messages to patients who fail to attend

New telephone system trialled and installed at the Branch Surgery which included recorded messages for patients, queuing system for incoming calls, additional telephone lines & direct lines to staff

Introduce text messaging service:

- Introduced text messaging service for blood test results where appropriate

Wheelchair parking space – additional car parking made available

Road surface repaired at Kos

Increased to bi-monthly practice newsletter

2013/14

Summary of Action Plan and progress made on issues agreed with PPG:

Made better use of IT systems:

- Number of mobile numbers recorded had increased on the previous year.
- Agreed to continue to promote the campaign to increase number of mobile numbers recorded in 2013/14.
- Increased use of text messaging service to communicate with patients and agreed to build on this in 2013/14.
- New – campaign commenced to collect and record Patient email addresses
- New telephone system trialled and installed at one site (Northowram) - includes ability for recorded telephone messages for patients, queuing system & direct lines to staff
- Preparation work for online prescriptions ordering service
- Updated links on practice website

Reduce the number of DNA's:

- Commenced sending text messages to confirm date and time of appointment
- Number of DNA's will be publicised
- DNA appointments – sending text messages to patients who fail to attend their appointment
- Monitor frequent offenders

Introduce text messaging service:

- Introduced text messaging service for blood test results where appropriate

Wheelchair parking space – additional car parking made available

Road surface repaired at Kos

Increased to bi-monthly practice newsletter

4 PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 31.3.15

How has the practice engaged with the PPG:

- The practice meets with the members of the PPG at 3-4 monthly meetings.
- Communication with the PPG via email, telephone and face to face
- Members of the Group have supported the practice in the flu campaign, patient survey, friends and family test and analysing the patient survey result

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

- The practice tries various means to engage with patients through a variety of ways including, practice leaflet, bi-monthly newsletter, practice website, local shops, library, churches pharmacies and local 6th form school. In the past we have written to specific groups of patients
- The practice has Calderdale Carers Project in with displays and promoting the service particularly around the flu campaign when more patients are accessing the surgery

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

- The practice has had feedback from patient and carers through the PPG, patient surveys, friends and family test, District Nursing and Health Visiting teams

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

- The Practice prides itself on working with the PPG to discuss areas of priority and agree an action plan for the forthcoming year 2015/16.

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

- Improved use of IT and various forms of communication with patients
- New practice website
- Installation of new telephone system with increased versatility and direct telephone lines/extensions
- Texting reminding service to decrease number of DNA's
- Protected parking for the disabled
- Online repeat prescriptions ordering
- Online appointment booking

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

- The Practice and Patient Group acknowledge the group is currently underrepresented for some age and ethnic groups, however whilst it is notoriously difficult to engage with younger aged patients and ethnic groups, the practice and PPG will endeavour to actively promote and recruit new members.