

# Annex D: Standard Reporting Template

West Yorkshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Crossley Street Surgery, Wetherby

Practice Code: B86033

Signed on behalf of practice: Anita Hampson, Practice Manager

Date: 27/3/15

Signed on behalf of PPG: TG and LB

Date: 27/3/15

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

Does the Practice have a PPG? YES / NO

**YES**

Method of engagement with PPG: Face to face, Email, Other (please specify)

**Quarterly formal meetings, email and ad hoc meetings with relevant members on specific issues**

Number of members of PPG: 14

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49	51
PPG	29	71

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	16	8	9	12	16	13	14	12
PPG	0	0	7	0	7	14	43	29

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	85	<1	<1	2	<1	<1	<1	<1
PPG	43	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/ Not stated
Practice	<1	<1	0	<1	<1	<1	<1	<1	0	13
PRG	0	0	0	0	0	0	0	0	0	57

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:

**As you will see other than anticipated age variation the Practice does not have a very diverse population**

**The PPG advertises both in the surgery and on the Practice website. During 14/15 and in the very early part of 15/16 we have developed and are holding an Open Day event to encourage more interest, participation and membership of the PPG.**

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/NO

**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:

Previous Years survey

Friends and Family Test

PPG suggestion cards

How frequently were these reviewed with the PRG?

Quarterly

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>To develop a more representative PPG with autonomy.</p>
<p>What actions were taken to address the priority?</p> <p>The PPG developed a plan for an Open Day event (to take place on April 16<sup>th</sup> 2015) This is to increase the understanding of the Practices work and the support and role of the PPG.</p> <p>The Open day will also include a speech by one of the GP Partners on “The day in the life of a GP” with a Q&amp;A session following</p> <p>The publicity and content were developed by a smaller sub group of the PPG working with the mandate of the wider group.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The open day was publicised via the Practice noticeboards, the Website and a small piece in the local Newspaper.</p> <p>The open day has already encouraged significant additional interest in the PPG and will result in more understanding of their role within the Practice.</p>

## Priority area 2

### Description of priority area:

Enhanced use of the Carers service and ensuring full use of the in house service

### What actions were taken to address the priority?

The Practice undertook a carers survey to look at how carers were identified and whether they felt supported by the Practice. The Carers Leeds service had a dedicated noticeboard advertising their services and in house clinic availability. The Carers Leeds and Red Cross Support worker developed relations with Practice staff to enable better communication and support

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

Better use of the Carers Leeds and Red cross befriending service  
Increased referral rate to Carers Leeds Services

More information available both in Practice and on the Practice Website

### Priority area 3

Description of priority area:

Issues arising from the Practice use of withheld telephone number

What actions were taken to address the priority?

Patients are informed a return call from the Practice will show as withheld.

Patients are asked if messages can be left on answerphones and this is recorded in notes

Patients are asked if a specified relative can receive a message and this is recorded in notes

Clinical staff can override the withheld facility if they are confident that confidentiality cannot be compromised by doing so.

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

Improved communication with patients

## 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):

From last year improvements have continued to be made with the number of patients accessing on line services. This now stands at approx. 28% of the practice population who are registered for on line access.

Communication in the Practice has continued with an improved PPG communication board, specific Carers board and improvements planned for the forthcoming year include the photo board of all practice staff to assist with identification.

4. PPG Sign Off

Report signed off by PPG: YES/NO

**YES**

Date of sign off: 27/3/15

How has the practice engaged with the PPG:

**The PPG has regular formal meetings with Practice staff including GPs, Practice staff and Practice manager. We correspond by email if anything urgent needs to be discussed**

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

**The Open Day is an attempt to address this.**

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

**Yes**

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

**YES**

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

**Improved communication, better understanding of the role of the PPG and improved access to 3<sup>rd</sup> sector services such as Carers Leeds**

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



No