Annex D: Standard Reporting Template

North Yorkshire and Humber Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **ESCRICK SURGERY**

Practice Code: **B82018**

Signed on behalf of practice:  (Jayne Bone, Practice Manager) Date: 27.3.2015

Signed on behalf of PPG:  Date: 27.3.2015

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, Other (please specify) **FACE TO FACE** | |
| Number of members of PPG: **11** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | **2745** | **3257** | | PRG | **6** | **5** | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | **1212** | **605** | **486** | **660** | **979** | **817** | **724** | **519** | | PRG | **0** | **0** | **0** | **0** | **2** | **2** | **3** | **4** | |
| 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 | **5795** | **12** |  | **106** | **2** |  |  | **35** | | PRG | **11** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | **11** |  |  | **27** | **8** | **4** |  |  |  | **2** | | 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:  **All members of the PPG are White British however patients of other ethnicity were invited to join.**  **When the PPG was set up letters were sent out to invite new members to join. These were sent out to a variety of patients in the hope that the group would be representative of a cross section of registered patients. The group is not represented by anyone under 40 or parents with small children, although one of the members has grandchildren registered at the practice and is therefore able to give a view on behalf of younger people. Before the invitations were sent out to patients the practice team had asked a number of patients within these categories if they would be interested in joining the group. These patients however failed to take up their invitations.**  **Having lost a few members due to moving out of the area, the practice is aware that it would ideally like more representatives and this was discussed at the last meeting. A notice has recently gone up in both waiting rooms inviting people to join a copy of which is on the practice website. 2 new members have expressed their interest in joining the PPG recently and will be invited to the next meeting.** | |
| 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: | |

1. Review of patient feedback

|  |
| --- |
| Outline the sources of feedback that were reviewed during the year: **Suggestion box, comments and feedback from patients, complaints, significant events.** |
| How frequently were these reviewed with the PRG? **This year there has only been one meeting with the PPG as the practice did not conduct a suvey.** |

1. Action plan priority areas and implementation

|  |
| --- |
| Priority area 1 |
| Description of priority area: **Improvements to paving at the branch surgery North Duffield** |
| What actions were taken to address the priority? **There were a few issues with the paving at North Duffield and these will all be addressed. Firstly it was agreed the paving had become slippy and therefore it was agreed that it would be power washed. This has already been done since the meeting in January. Secondly it was identified a ramp would be beneficial for people with pushchairs and wheelchairs. A lot of the paving slabs have dropped and therefore there are several areas which need levelling and more cement putting down to reduce the risk of trips. The ramp and paving work will be done over the summer 2015.** |
| Result of actions and impact on patients and carers (including how publicised): **This has been identified as an area for improvement and subsequently discussed with the PPG. Following that the action plan was publicised in the newsletter which is distributed at both sites and uploaded onto the practice website.** |

|  |
| --- |
| Priority area 2 |
| 1. Description of priority area: **Repainting the lines in the car park at Escrick and creating extra disabled bays** |
| What actions were taken to address the priority? **At the present time the practice only has 2 disabled bays at Escrick and there are also 2 staff spaces. This was discussed at the meeting in December 2012 (see minutes on the website) under AOB. It has been agreed to move the 2 staff spaces and create 2 more disabled bays. Also it was agreed to repaint the lines in the car park as over time these have faded considerably. This work will be done over the summer 2015.** |
| Result of actions and impact on patients and carers (including how publicised): **This has been identified as an area for improvement and subsequently discussed with the PPG. Following that the action plan was publicised in the newsletter which is distributed at both sites and uploaded onto the practice website.** |

|  |
| --- |
| Priority area 3 |
| Description of priority area: **Replacing tiles in the outside foyer at Escrick** |
| What actions were taken to address the priority? **The tiled area before entering the building has been identified as an area of concern as when it is wet this area gets very slippy. The practice always puts out a yellow don’t slip hazard sign when it rains however after receiving several comments from patients and staff at the practice it has been agreed to replace these shiny tiles with more course, heavy duty tiles that when wet will not cause you to slip. This work will be done over the summer 2015.** |

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):

**2013/14 – 2 actions**

1. **To open the surgery from 8am – 6pm (removing lunchtime closure. This was to be completed by 30th September 2014 and was put in place from 10th September 2014.**
2. **To put an alert on to patients records who are hard of hearing in order that receptionists can inform clinical staff to collect these patients from the waiting room. This was to be completed by 30th April 2014 and a notification was sent out to all staff on 7th April 2014. This is constantly updated and Jayne Bone (PM) confirmed with one of the PPG representatives that is hard of hearing that someone comes to collect him from the waiting room now.**

**2012/13 – 4 actions**

**All completed and fed back to the PPG – see minutes of meeting 9th December 2013 and annual report on the practice website.**

**2011/12 – 7 actions**

**All completed and fed back to the PPG – see minutes of meeting 3rd December 2012 and annual report on the practice website.**

1. PPG Sign Off

|  |
| --- |
| Report signed off by PPG: **YES**  Date of sign off: **27th March 2015**  **Signed off by one member however all members of the PPG have received a copy of the template.** |
| 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 as mentioned earlier, put a notice up in both waiting rooms.**  Has the practice received patient and carer feedback from a variety of sources? **– the practice has received feedback from patients directly and through the suggestion box which is reviewed regularly and fed back in the practice newsletter which is on the practice website.**  Was the PPG involved in the agreement of priority areas and the resulting action plan? **– one of the areas had been discussed at a previous meeting (disabled bays). The other two were identified by the practice from patient and staff feedback however the PPG representatives all received notification of what the intended improvements were prior to the meeting on 12th January 2015 so even members who couldn’t attend got chance to feed back. The action plan was mentioned in the February 15 newsletter which goes on the practice website as well as being distributed at both surgeries.**  How has the service offered to patients and carers improved as a result of the implementation of the action plan**? – all the areas covered in the last 3 years action plans have made a difference to the service offered to patients and carers. In the last year especially by opening at lunchtime this has had excellent feedback. Escrick surgery prides itself on patient care and listening to our patients.**  Do you have any other comments about the PPG or practice in relation to this area of work? **– the satisfaction rate from the patients with the practice is extremely high and this makes it very difficult to identify areas for the action plan. Both the previous years’ surveys have been excellent and it was decided this year it wasn’t necessary to do one. It was discussed at the last meeting though that we could use the friends and family feedback form to identify areas in future. Something to consider is more meetings. A copy of the minutes from the meeting on 12th January 2015 are also on the practice website.** |