

Annex D: Standard Reporting Template

North Yorkshire and Humber Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Filey Surgery

Practice Code: B82037

Signed on behalf of practice: Mrs Carolyn Liddle, Practice Manager

Date: 30.03.15

Signed on behalf of PPG: Mr Ken Leathley

Date: 30.03.15

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

Does the Practice have a PPG? YES
Method of engagement with PPG: The practice has a group who meet face to face at least 4 times a year. The practice also has a virtual group who communicate and contribute via email. The practice website also has an area for PPG and all information regarding patient participation is available here. Many patients also have requested that our quarterly newsletter is emailed to them (as well as them being available in the practice). Comments from patients are welcomed via our website or a suggestion box located in the waiting room.
Number of members of PPG: 18

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49	51
PRG	48	52

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	14	8	10	8	13	14	18	15
PRG	0	0	22	11	6	17	33	11

Detail the ethnic background of your practice population and PRG (where ethnicity is recorded):

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	98.76	0.16	0	0.28	0.18	0.08	0.08	0.46
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	0	0	0	0	0	0	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:

From our records the profile of patients registered with The Filey Surgery show that the vast majority of our patients are of White British origin. Our PPG is 100% White British but as you will see this is representative of our practice population.

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

None identified that are not already represented.

2. Review of patient feedback

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

The practice has used various methods for feedback from patients.

A CQC visit carried out in October 2013 gave the group feedback regarding the practice from a range of methods including discussions with patients on the day and from other channels. We currently await the report from a CQC visit in November 2014, this will be shared with the PPG for discussion when received.

The PPG members actively encourage patient feedback which is then discussed at our meetings (any urgent or personal enquires are directed to the practice). The group members attend the practice to make themselves available for contact with patients, including attending practice flu clinics on Saturdays (approx. 1800 patients attend these sessions), assisting patients with new technology in the waiting room, and assisting with the Friends and Family Test. The PPG members have also, this year, attended local groups to talk about the practice, the PPG and any interesting issues. The PPG group have a notice board in the entrance to the surgery and their contact details can be found on the information desk by the notice board.

The practice welcomes feedback via its website and a comments box located in the waiting room. At the meeting in November 2014 it was noted that the website had 37,526 unique visits over the previous 13 months.

Feedback is now also received via the Friends and Family Test which the practice has participated in since December 2014. The results of this are collated monthly and shared with the PPG members.

How frequently were these reviewed with the PRG?

The comments and feedback are reviewed at our face to face meetings which are held at least 4 times a year. The virtual group members have been given all information received by the face to face group and are also invited to comment on these.

Our previous action plans have included improvements that could be made in response to patient feedback, and are noted below.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Virtual Patient Group The PPG along with the surgery will endeavour to increase the numbers of patients willing to be on our virtual group. This will, hopefully, increase the representation and views of our patients. By being a member of the virtual group it makes membership more accessible for those patients who work or who have other commitments.</p>
<p>What actions were taken to address the priority?</p> <p>The PPG in conjunction with the practice ensured that the group was advertised: On the practice website Within the practice on the PPG members board On the communication screen in the waiting room.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>As a results of this we have 3 new members of our group who meet regularly and other virtual members, some representing the younger age groups.</p> <p>Details of the group were recently circulated within one of our quarterly newsletters and will be available within our year end report.</p>

Priority area 2

Description of priority area:

Improved communication with patients by installing a communication screen in the waiting room. The practice has had a message board and an information screen for some years. These devices were coming to the end of their useful life and the practice and PPG were looking at how to improve communication and information to patients using media in the waiting room. The group assisted the practice in improving use of media in communication to our patients.

What actions were taken to address the priority?

The practice purchased a media screen (large television screen) and installed it in the waiting room where the majority of patients could see it. A few seats in the waiting room made it difficult to see the screen so the old media screen was placed in a position to ensure that patients could see one or the other as these screens were also going to be used to call patients to consulting rooms.

The new media screen, as well as calling patients, contains up to date, relevant, health information for patients. The content includes national and local issues, practice services information and details of service changes happening locally through clinical commissioning.

Although not a direct action from this priority area, the PPG have continued to work with the surgery on other communication methods, primarily contributing to, and agreeing, the content of the quarterly newsletter. This newsletter is made available in printed form in the surgery, is available on our website and is emailed to those who have requested it, and is distributed to local community information boards around the practice area (including the surrounding villages). The group have also assisted in reviewing the practice leaflet to ensure that it is fit for purpose and informative to patients.

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

Improved patient calling for those patients with hearing problems (the practice holds information on the patient records regarding patients who are hard of hearing or partially sighted) – patients who are partially sighted can still be called by the audio tannoy system.

Improved information about national and local health campaigns.

Improved information to patients and their carers regarding practice services and information.

Ongoing useful information provided in our quarterly newsletters.

PPG members feel that the screen has been a huge improvement in the surgery and patients have expressed that they are impressed with the new patient call system.

Priority area 3

Description of priority area:

Raising awareness of PPG through visiting local groups.

Although there had been a significant increase in awareness of the group and how it works with the surgery, the group wanted to improve this further. Members of the group agreed to contact local community groups with a view to talking about the patient participation group and working with Filey Surgery.

What actions were taken to address the priority?

Two of our members, Mr Les Wing and Mr Ken Leathley contacted several local groups and made the offer to speak at a meeting. The content was discussed and agreed by the PPG and talks have been held at Filey Methodist Guild, Filey Ladies Monday Club, Hunmanby Probus during the year, and the members are attending the Ladies Thursday Group in Filey in April 2015.

The talk has been led by three questions:

- Who are we?
- What are we there for?
- What do we do?

Materials were handed out to people attending and various information was available on presentation boards.

One of the visits was also covered by the local paper.

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

Patients and their carers have had an opportunity to meet with our PPG members and express their views on the services at the surgery.

Information has been shared with patients and their carers regarding:

- the services available at the practice
- the remit and work of the local Clinical Commissioning Group
- How the NHS is funded and costs of services

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):

Many of our schemes have evolved over the last few years. Communication with our patients had been at the heart of most of the work done with the PPG members.

Work has continued around helping the practice reduce the number of appointments 'wasted' through 'do not attends'. This work started with the PPG working with the practice to introduce SMS text messaging to remind patients about their impending appointments. Monitoring of this was carried out through the PPG meetings. Informing patients of the number of wasted appointments continues via our communications screen.

Our website has constantly been improved with information for patients. The website also gives patient access to our online services for booking appointments, ordering repeat medication and, since March 15, access to online patient summary records.

Promotion of different ways for patients to consult with Doctors and Nurses has been a theme that has progressed. The PPG have been, and continue to be involved in promoting telephone consultations as an alternative to booked face to face appointments.

Ensuring that patients have up to date information about the surgery by the practice distributing practice leaflets to registered patients as well as those newly registered. The practice has also had several changes in Doctors and Nurses and the PPG group have welcomed the suggestion that information is made available to patients and their carers about the new staff.

Continued presence of the members of our PPG in the surgery helps raise awareness of the group with patients, and encourages feedback and suggestions. This year the group have attended the surgery on our 'Flu Saturdays', and helped with the organisation of the sessions whilst encouraging feedback from patients.

Group members have also made themselves available in the waiting room to encourage feedback using the Friends and Family Test.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30.03.15

How has the practice engaged with the PPG:

The practice and the PPG members have made efforts to engage with all practice patients by using many different communication methods as mentioned earlier in the report. Patients are actively encouraged to engage and participate in many different ways to hopefully suit all groups.

The group have reviewed feedback from a variety of sources to include practice surveys, CQC reports, comments from patients and carers, Friends and Family Test responses and individual feedback to PPG members.

The PPG has met several times during the year and based on previous work and feedback from patients agreed the priority areas and action plan with the surgery.

The PPG feel that the work carried out by the members and the practice has significantly improved the communication between patients and their carers. Quarterly newsletters inform patients of topical issues, the communication screen in the waiting room and the website give regular information and updates regarding healthcare and the practice services.

One of our PPG members is also a member of the local Scarborough & Ryedale Commissioning Group PRG and as a result the views of Filey Surgery PPG and its patients are heard at a local commissioning level. This membership also enables information about local services to be shared with the practice PPG and a two-way dialogue about local issues.

Over the years that the group has been established there have been changes to the membership for various reasons. We would particularly like to thank Mr John Henderson, who retired from the group this year, for his significant contribution to the group and wish him well. We would also like to welcome our new members, Mrs Celia Drayton, Mr Ron Grant and Mrs Ingrid Potter who joined the group this year.