

Annex D: Standard Reporting Template

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

Practice Name: Newland Health Centre

Practice Code: B81104

Signed on behalf of practice: Mark Whitaker

Date: 26/03/2015

Signed on behalf of PPG: Mark Whitaker

Date: 26/03/2015

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

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|---|
| Does the Practice have a PPG? YES |
| Method of engagement with PPG: Face to Face quarterly meetings and email discussions |
| Number of members of PPG: Mrs M Groke, Mr D Groke, Mr M Ibbotson, Mrs A Ainsworth, Mr J Murray, Mrs J Collinson, Miss D Sandy, Mr R Stow, Mr B Swallow |

Detail the gender mix of practice population and PPG:

| % | Male | Female |
|----------|------|--------|
| Practice | 49% | 51% |
| PRG | 51% | 49% |

Detail of age mix of practice population and PPG:

| % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
|----------|-----|-------|-------|-------|-------|-------|-------|------|
| Practice | 6% | 55% | 18% | 10% | 6% | 3% | 1% | 1% |
| PRG | 0% | 0% | 0% | 0% | 0% | 33% | 56% | 11% |

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 | | | | | | | | |
| PRG | 100% | | | | | | | |

| | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | |
|----------|---------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|-------------|-------|-----------|
| | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Any other |
| Practice | | | | | | | | | | |
| 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:

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**

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

University practice – advertised to students but little interest, have secured a university staff member on the group to attempt to canvas student opinion on campus and relay to the group.

2. Review of patient feedback

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

NHS Choices website
NHS Friends and Family test
General complaints and compliment letters
Patient survey undertaken by the PPG from 2014
National Patient Survey July -Sept 2014

How frequently were these reviewed with the PRG?

Standing item at each meeting

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Premises renewal

What actions were taken to address the priority?

Application to the NHS England General Practice Infrastructure fund for new premises development

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

Agreement in principal with for development process to start in 2016/17 which will improve many aspects of patient care which come with the provision of new premises.

Priority area 2

Description of priority area:

Greater engagement with the student population

What actions were taken to address the priority?

Discussion at the PPG forum

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

Agreed to undertake:

- **Flyers attached to repeat prescriptions**
- **Mailshots to targeted groups/individuals**
- **Posters in the practice advertising for recruits**
- **Using the practice brochure to advertise for members**
- **Advertising on the website which currently receives around 1200 hits per month on average and translates into 53 different languages**

Priority area 3

Description of priority area:

Greater use of e-access for patient registration, booking and cancellation of appointments, requesting of repeat prescriptions and viewing of medical records.

What actions were taken to address the priority?

- **Use of patient information board to advertise what's available**
- **Posters in the practice advertising the services currently available**
- **Using the practice brochure to advertise services currently available**
- **Advertising on the practice website which currently receives around 1200 hits per month on average and translates into 53 different languages**

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

We have seen a significant increase in use of the online services available, since the system was switched on in September 2014.

During September to December 2014 - 14 appointments were booked electronically, the following quarter, January to March 2015 a total of 78 appointments were booked. We have also seen an increase the number of repeat prescriptions requested via SystmOnline.

The services following are now available :

- **Mobile phone app**
- **SystmOne On-line**

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):

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26/03/15

How has the practice engaged with the PPG:

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

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

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

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

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