

West Yorkshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Dr HANDA's Surgery 34 fartown Green Road, Huddersfield HD2 1AE

Practice Code: B85611

Signed on behalf of practice: *Dr Handa* Date: 18/3/15

Signed on behalf of PPG: *Dr Handa's Virtual Patient Participation Group (individual names available on request)* Date: 18.3.15

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

Does the Practice have a PPG? YES																															
Method of engagement with PPG: Virtual Group - Email																															
Number of members of PPG: 7																															
Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">52</td> <td style="text-align: center;">48</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">57</td> <td style="text-align: center;">42</td> </tr> </tbody> </table>	%	Male	Female	Practice	52	48	PRG	57	42	Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">15-44</th> <th style="width: 10%;">45-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">75-84</th> <th style="width: 10%;">>80</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">0.2</td> <td style="text-align: center;">0.45</td> <td style="text-align: center;">0.22</td> <td style="text-align: center;">0.05</td> <td style="text-align: center;">0.04</td> <td style="text-align: center;">0.01</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0.42</td> <td style="text-align: center;">0.28</td> <td style="text-align: center;">0.14</td> <td style="text-align: center;">0.14</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>	%	<16	15-44	45-64	65-74	75-84	>80	Practice	0.2	0.45	0.22	0.05	0.04	0.01	PRG	0	0.42	0.28	0.14	0.14	0
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Detail the ethnic background of your practice population and PRG:

	British	Other
Practice	43.3	4
PRG	50	0

	Chinese	South Asian	Black
Practice	3	42	7
PRG	0	50	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:

The practice is largely deprived population sitting in social classes 4 to 5. Larger proportion of the practice ethnicity are British and Pakistani and Indian origin and to a lesser extent other minorities. Variations and themes continue to emerge as practice demographics change and patients move in and out of area. A lot of effort is made by the practice reach any groups not represented by posters in reception and through word of mouth. As we are a small practice we have managed to recruit 7 representatives on the PRG of different backgrounds as depicted above. The percentages don't add up to any significant value and are hence not applicable due to the small size of the group and practice. In the national DES requirements it does not state how many people need to make a PRG and hence the national guidance has been followed here.

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:

- This is the fourth year of the patient participation patient reference group (PRG). The group is a virtual group that feeds comments and generates questions for the patient survey and develops an action plan. The surgery has benefitted significantly from the patient participation group which was initially established a few years ago as part of the national review of patient survey and GPAQ questionnaire and this has been built on, working towards a virtual PRG. The group continues to advertise for new people to join and new members are always welcome.
- The members of the PRG were recruited using advertising, posters in waiting room and notes attached to prescriptions to encourage patients to join. Membership is open and new members are welcome. If you wish to join the PRG group, please email the practice or call in and ask at reception with your email address.
- Purpose of the group is to form a representative subsection of the practice population, which would feed in its views alongside the findings from the surveys and agree with the practice the priority areas for possible change if possible financially and also pending on improvement grants available to the practice as per PCT rules and regulations. As this is the third year of formally having a PRG group and publishing a report, membership to ensure adequate representation will continued to be reviewed.

2. Review of patient feedback

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

Patient survey
Friends and Family test
Patient Suggestion form
Virtual PRG email

Surveys available in the waiting room and given on home visits to housebound patients.
The practice website also has electronic friends and family test available that patients can do online. This is submitted electronically

and collated electronically.
Action plans are generated as a result of this feedback and ability for patients and carers to free text comments.

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>Repeat prescription requests</p>
<p>What actions were taken to address the priority?</p> <p>New Posters made for the surgery for ordering repeat prescriptions Poster describing repeat prescriptions now displayed in several places in the surgery for increased visibility to patients.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Clearly visible posters now seen and approved and have been displayed in the waiting room. Good guide for patients and carers to see how to order repeat prescriptions Good photograph of sample repeat prescription ordering as a guide for patients and carers on how to order repeat prescriptions</p>

Priority area 2

Description of priority area:

Specimen collection box

What actions were taken to address the priority?

Poster showing the specimen collection box displayed in the surgery with address and map on.

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

Clearly visible posters now seen and approved are displayed in multiple areas in the surgery.

Good guide for patients and carers to see where to drop of specimens

Good map and photograph of specimen box as a guide for patients and carers for where to drop of specimens

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):

You said...	We did...	The result is...
(insert survey findings)	(insert actions or agreements not to act)	(insert achievements to date)
Display result on waiting room	Display results in waiting room and website	Display results in waiting room and website
Support Current Nutritionist to stay in post after her visa expires		Health trainer available via appointment on Tuesdays
Extra Support near entrance way	Installation of second Disabled hand rail near front door	New Disabled handrail at entrance

4. PPG Sign Off

Report signed off by PPG: YES (Individual names of the PPG representatives who have signed this off is available on request)

Date of sign off: 18.3.15

How has the practice engaged with the PPG:

Virtual PPG group are contacted and emailed regularly with results from patient surveys, friends and family test results and invited to comment and agree action plans and sign off plans.

How has the practice made efforts to engage with seldom heard groups in the practice population? Yes, every effort is made to engage with hard to reach groups, eg house bound patients are given surveys at home visits. On line surveys are also available via the practice website and this can be filled and submitted on line electronically.

Has the practice received patient and carer feedback from a variety of sources? Yes, Carers are encouraged to fill in patient suggestion feedback forms and Friends and family test surveys also and encouraged to go online to the practice website to do this on line or take patient and carer suggestion forms from the waiting area.

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes, There is a comments suggestion on each survey and this is available for free texting and thoughts. This is then collated and summarised and priorities agreed with the PPG. Summary is available above and a poster presentation summarising the results is available to view in the waiting room.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? There is a new disability hand rail in place and more clear signage and posters in the surgery at multiple places with pictorals for better understanding of repeat prescriptions and specimen drop off boxes.

Do you have any other comments about the PPG or practice in relation to this area of work? We want to acknowledge that we have a very good PPG that is a good representation of our practice population; who support the practice and are proactive in responding to survey results and commenting on action plans. The Surgery would like to personally thank all the patients who had given feedback and thank the PPG for all their efforts for which we are grateful.