

## Annex D: Standard Reporting Template

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

Practice Name: **Hunmanby Surgery**

Practice Code: **B82628**

Signed on behalf of practice: *Heather-Louise Ball* Date: **31.3.15**

Signed on behalf of PPG:

Date:

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

Does the Practice have a PPG? <b>YES</b> / NO											
Method of engagement with PPG: Face to face, Email, Other (please specify)					Face to face and virtual members via e-mail						
Number of members of PPG: <b>5 Patient, 2 Staff</b>											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	<b>1922</b>	<b>2084</b>	Practice	<b>576</b>	<b>306</b>	<b>307</b>	<b>350</b>	<b>545</b>	<b>643</b>	<b>692</b>	<b>587</b>
PRG	<b>1</b>	<b>4</b>	PRG			<b>1</b>			<b>4</b>		

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	3968	3		15	2	1	2	6
PRG	5							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice				5	1	1	1	1		
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:

- Very few patients from ethnic minorities living in the area. All practice staff have been asked to encourage representatives of minority groups to consider joining the reference group at opportune times.
- Regular advertising for new members on website, word of mouth from existing members of PPG, monitors in waiting room and New Patient Questionnaire.

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:

- Improve confidentiality at desk
- Introduce online booking GP appointments
- Improve communication to patients – Install monitors
- Update décor
- Friends & Family Test
- CQC ready
- Engage with younger patients more
- Install Suggestion Box & Prescription Box
- GPs have undertaken 360 degree appraisals
- Comments from the PRG

How frequently were these reviewed with the PRG?

- Quarterly
- Website/open practice manager availability available to the PRG at all times

### 3 Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

- Internal programme of updating the décor – Rooms cluttered, waiting areas untidy, tired looking, too many posters displayed that are out of date.

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

- Over the last 12 months both the clinical and waiting rooms have been decluttered
- All old posters were taken down and information transferred to Jayex Monitor
- Prescription request box re-sited
- Suggestion box installed
- Patient toilet, waiting room, phlebotomy room, treatment room, staff toilet/disabled toilet & corridors repainted
- Seating re-upholstered in patient waiting room
- New furniture bought for 1 x GP room, 1 x Treatment Room & 1 x Phlebotomy Room

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

- Jayex Monitor great tool to use for communication to patients with better control and regularly updated
- Rooms more presentable and a better first impression to patients and visitors.
- Prescription box moved to reduce queues at the front desk and quicker for patients that only need to write out a prescription request.

## Priority area 2

Description of priority area:

- Engage with the younger patients.

What actions were taken to address the priority?

- PPG discussed and agreed the best way to reach out to the younger patient population (as no representative active within the PPG) was via mobile phone and in person
- Agreed to send text message to all new patients aged 16-24yr with a mobile number recorded on their records.
- Text message to be sent "The Hunmanby Surgery are currently looking at ways to improve access to our younger patients. If there are any services/support you would like us to provide please contact us on [Hunmanby.general@nhs.net](mailto:Hunmanby.general@nhs.net) on 15/01/2015.

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

- Unfortunately Hunmanby have not received a single response to this text message or in person from the 16 – 24yr population interested in becoming a PRG member.

### Priority area 3

Description of priority area:

- We plan to consider the results of our Family and Friends Test survey at each monthly staff meeting and will periodically publicise results to staff and patients via the website and using posters.

What actions were taken to address the priority?

- The FFT was only introduced in December 2014. No new actions triggered yet. Agreed to review these with the Partnership, staff and patients at regular intervals.

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

- Too early to say

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):

Late running of GP surgeries and how this can be improved

- Discussion amongst all doctors
- Reception staff to keep patients aware of long waiting times and apologise or rearrange appointments as necessary
- Salaried GP employed 2 days per week to alleviate pressure
- Additional Part Time Nurse employed
- Existing staff increased hours to deal with patient demand
- Upskilling of existing staff
- Patients encouraged to book double appointments as patients regularly bring 2-4 appointments to each GP appointment

3 PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

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?