



Annex D: Standard Reporting Template

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

Practice Name: Ilkley & Wharfedale Medical Practice

Practice Code: B83002

Signed on behalf of practice: Rachael Pengelly (Practice Manager)  Date: 24/03/15

Signed on behalf of PPG: Geoffrey Brown (Chair, PPG)  Date: 24/3/15

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face, email and by post.																																					
Number of members of PPG: 63 members (11 in the core group and 52 in the virtual group)																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">2135</td> <td style="text-align: center;">2248</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">22</td> <td style="text-align: center;">41</td> </tr> </tbody> </table>	%	Male	Female	Practice	2135	2248	PRG	22	41	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><u><16</u></th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">729</td> <td style="text-align: center;">313</td> <td style="text-align: center;">373</td> <td style="text-align: center;">503</td> <td style="text-align: center;">704</td> <td style="text-align: center;">597</td> <td style="text-align: center;">584</td> <td style="text-align: center;">580</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">8</td> <td style="text-align: center;">6</td> <td style="text-align: center;">11</td> <td style="text-align: center;">10</td> <td style="text-align: center;">13</td> <td style="text-align: center;">12</td> </tr> </tbody> </table>	%	<u><16</u>	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	729	313	373	503	704	597	584	580	PRG	1	2	8	6	11	10	13	12
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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	4331	0	0	14	2	1	6	9
PRG	61	0	0	0	0	1	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	8	0	0	5	6	1	0	0	0	0
PRG	0	0	0	0	1	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:

All patients on registration are asked whether they wish to join our patient participation, there are also posters in the practice waiting room and information on our website, therefore any patient who is registered at the practice can join our group regardless of their age, gender or ethnic background. A member of our PPG recruited patients for our virtual group. They tried wherever possible to target patients from a range of age groups, ethnicity and gender to obtain a true representation of the practice population. Our list is open to all and as anyone can join our patient group we have a representative mix of patient demographics.

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

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

Our largest practice population age group is the under 16's but unfortunately they have proved difficult to recruit. Few come into the practice so when our PPG member approached patients in the waiting room to join our virtual PPG it proved challenging. We have also approached the Head at our local Grammar School in an attempt to gain some PPG membership from the pupils but to date this has not been successful. Our PPG Chair has however agreed to follow this up with the Head. We advertise the PPG both in the practice and on our website and will continue to seek new ways to target the under 16s.

2. Review of patient feedback

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

We have used our annual patient survey, the Friends and Family Test (since December 2015), complaints and compliments received during the year and discussed any areas of potential improvement with our core PPG to seek their opinion.

How frequently were these reviewed with the PRG?

Patient feedback and a subsequent action plan based on the comments has been a standing agenda item at the quarterly meetings throughout the last year. Additional communication occurs when the practice needs to convey something to the group or when the group members feel they wish to communicate with the practice.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

The PPG members considered there was a lot of patient information in the waiting room, that it was in no particular order and it was confusing when looking for a particular service or when seeking literature with a specific subject matter. It was therefore decided that the information should be re-arranged and clearly labelled.

What actions were taken to address the priority?

A PPG member agreed to produce labels (which we felt was better as it then came from a patient perspective) and the practice staff sorted through all the materials and leaflets and displayed them in themes. Each label was printed on different coloured card depending on the subject matter and key CQC posters were mounted on red card so they were clearly visible against the white of the notice board. Posters on the notice boards were cleared, refreshed and depending on the subject matter placed in more appropriate areas of the waiting room.

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

The PPG members were invited to the practice to review the changes and the feedback was positive. Staff have observed more patients browsing the information and taking leaflets and we are restocking on a more regular basis.

This action has been publicised online, in our newsletter and in the practice waiting room with 'You Said – We Did' posters.

Priority area 2

Description of priority area:

Regular health awareness and self care displays in the waiting room.

What actions were taken to address the priority?

A member of staff agreed to take responsibility for producing health promotion and self care displays. Following the re-arrangement of the waiting room patient information (see priority area 1) a notice board was cleared to allow for the displays. Key self care weeks and days were identified, promotional materials obtained and the first display went up in Summer 2014.

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

To date we have created displays for the following:

- Breast Cancer Awareness
- Wear it Red Day
- Winter Illness
- Stop Smoking Day
- Ovarian Cancer

Feedback has been positive and leaflets and flyers have been taken from the displays demonstrating that patients are reading the information available and taking it home for future reference.

This action has been publicised online, in our newsletter and in the practice waiting room with 'You Said – We Did' posters.

Priority area 3

Description of priority area:

Patients stated they were struggling to get an urgent appointment with the Practice Nurse and we had recognised there was a shortage of same day nursing appointments. Urgent appointments are crucial for acute dressings and the lack of nursing availability was impacting on GPs who periodically had to do dressings or bloods.

What actions were taken to address the priority?

We decided to apply the same appointment principles to the Practice Nurses as we did for GPs. This meant that the Nurses had a number of same day urgent appointments available that a patient could be slotted into should they have an acute dressing that needed changing or urgent bloods that needed doing.

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

We trialled this initially for 2 months to ascertain that a) we had allocated enough same day appointments, b) the demand on GP appointments for Nurse centred tasks had reduced and c) that the patient and staff feedback was positive. The response from all was unanimously positive and patients can now get same day urgent appointments with the Practice Nurses should this be required.

This action has been publicised online, in our newsletter and in the practice waiting room with 'You Said – We Did' posters.

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):

We have now replaced all the seating in the patient waiting room following feedback from last year's annual patient feedback. The chairs are fully wipeable and are CQC and infection control compliant.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24/03/15

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?

During the last year there have been changes in our PPG membership that has resulted in greater cohesion within the Group where everyone is actively involved in actions/discussions. There has also been the important creation of our virtual PPG that helps us to reach a larger number of Patients. We are aware of the need to increase our core PPG numbers considering age spread and ethnicity.

We do have a good level of interaction with the Practice and we work well together to formulate and agree action plans as well as agreeing the Groups' priorities. The use of outside speakers was adopted to increase our level of knowledge as well as attending the area PPG meetings in Skipton.

The Practice constantly seeks feedback wherever possible and creates feedback to show we listen to suggestions and occasionally complaints. We believe there is a very good level of service and professionalism offered to Patients with a friendly and helpful service at points of contact.