

Annex D: Standard Reporting Template

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

Practice Name: **Dr Geraghty and Partners**

Practice Code: **B86041**

Signed on behalf of practice: Peter McIntyre

Date: 31/03/2015

Signed on behalf of PPG: Maureen Lindsay

Date: 30/03/2015

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, Text																																					
Number of members of PPG: 10																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <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;">51</td> <td style="text-align: center;">49</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">10</td> <td style="text-align: center;">90</td> </tr> </tbody> </table>	%	Male	Female	Practice	51	49	PRG	10	90	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</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;">28</td> <td style="text-align: center;">11</td> <td style="text-align: center;">18</td> <td style="text-align: center;">13</td> <td style="text-align: center;">12</td> <td style="text-align: center;">9</td> <td style="text-align: center;">7</td> <td style="text-align: center;">2</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">10</td> <td style="text-align: center;">10</td> <td style="text-align: center;">10</td> <td style="text-align: center;">10</td> <td style="text-align: center;">30</td> <td style="text-align: center;">30</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	28	11	18	13	12	9	7	2	PRG	0	0	10	10	10	10	30	30
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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	81.5	0.5	0	5	1	2	1	0.5
PRG	90	0	0	10	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	1	1	0	1	2	3	0.5	0.5	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:

The practice has striven to connect with the Asian/Asian British and Black/African/Caribbean/Black British population through notices in targeted community centres but with little success.

We have also had little success in recruiting male patients to join the group, despite an active recruitment drive targeting this specific group through the practice website, leaflets in the practice waiting area, messages on patient prescriptions and by making use of the text messaging facility which the practice operates.

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:

Not applicable

2. Review of patient feedback

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

Friends and Family Test
PGP Patient Survey Results
Patient Complaints
Patient Compliments

How frequently were these reviewed with the PRG?

Due to the fact that the practice has been without a Practice Manager for nearly eight months of the financial year, there have only been two PRG meetings this year. Patient complaints and compliments have been reviewed at both. Friends and Family Test Results and PGP Patient Survey Results have been reviewed at the most recent meeting. For the forthcoming year, these will be reviewed as a standing agenda item at PRG meetings, which will take place on a quarterly basis.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Increase awareness of availability of pre-bookable GP appointments up to three months in advance.</p>
<p>What actions were taken to address the priority?</p> <p>The practice mounted an extensive promotional campaign to make patients aware of this by means of a poster campaign in the surgery and on our practice website. In addition, we increased the number of available on-line appointments and actively engaged in getting patients to sign up for the on-line service through poster campaigns in the surgery and by using receptionists as advocates of the service, proactively helping patients with the sign-up forms while in the surgery.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>We saw a marked increase in the number of patients signed up for online services and an increase in the use of on-line booking, although this still needs to be further improved by widening out the on-line offering.</p> <p>We have seen a decrease in the number of patients seeking on-the day appointments and a slight drop-off in our DNA rates, which we have publicised through regular appointment summary posters in the surgery.</p>

Priority area 2

Description of priority area:

Increase awareness of GP and nurse availability through telephone calls.

What actions were taken to address the priority?

As above, the practice actively promoted this service, through posters in the waiting room, messages on the phone system, alerting patients to this and messages on prescription counterfoils.

GP and nurse rotas were also altered to include designated telephone slots in each morning surgery in order to allow an element of triage. These are currently limited to two slots per surgery/clinic, to be reviewed imminently.

Reception staff were also given training in and encouraged to offer these telephone slots to patients where appropriate, as well as being allowed the freedom to add an agreed number of telephone calls to each morning surgery/clinic, if the designated slots had been taken.

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

Comments in a recent PGP patient survey results have shown that patients are very satisfied with this new service and some have asked for it to be extended. We will consider increasing the number of slots in the year 15/16.

Priority area 3

Description of priority area:

Increase access to GP services beyond traditional 8am to 6pm

What actions were taken to address the priority?

After an initial bid for 8am to 8pm funding to the Challenge Fund was turned down, the practice has been the lead practice in a successful bid by a group of 12 practices to the CCG to secure funding for extended GP access and is now offering GP appointments 8am to 8pm, Monday to Wednesday, 7am to 8pm Thursday, 7am to 7pm Friday and 8am to 4pm Saturday and Sunday. Weekday appointments are offered directly through the surgery, weekend appointments through a Hub serving five of the 12 practices. Weekday extended access has been in operation since December 2014, weekend access since late January 2015.

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

GP access has improved by 12%.

Working patients are finding it easier to book an appointment that fits in with their lifestyle – this was highlighted in a number of comments in the PGP patient survey results.

Availability of appointments at both early and later parts of the day is freeing up a number of appointments that would have been otherwise taken by the above group and this is having a positive effect on the ability of patients to book an appointment both on the day and in advance during the core hours which is important in a demographic area such as this.

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):

In **2012/13**, the priority issue was no afternoon GP surgeries at the Morris Lane branch site. This has been rectified and there is now a GP afternoon surgery at Morris Lane four days a week unless annual leave makes it impossible to offer this. On average this happens four weeks in every year.

In **2013/14**, both telephone access and availability of pre-bookable appointments were highlighted as areas of priority but little progress was made in either of these areas. This year, a more concerted effort has been made to address these issues and progress has been marked, with particular emphasis on increased patient satisfaction, demonstrated in survey result feedback.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30th March 2015

How has the practice engaged with the PPG:

The practice currently engages with PRG through regular meetings

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

The practice has struggled with this, despite making targeted efforts.

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

Yes, although the practice needs to work harder to capture carer feedback

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

Yes

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

See above (Priority areas)

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

No

