

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

Practice Name: High Field Surgery

Practice Code: B86004

Signed on behalf of practice: Mike Holmes, Practice Manager

Date: 20 March 2015

Signed on behalf of PPG: CG, Chairman PPG

Date: 24 March 2015

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

Does the Practice have a PPG? YES / NO <b>Yes</b>																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) <b>Regular Face to Face Meetings and Email</b>																																					
Number of members of PPG: <b>16</b>																																					
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: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 50%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">49</td> <td style="text-align: center;">51</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">56</td> <td style="text-align: center;">44</td> </tr> </tbody> </table>	%	Male	Female	Practice	49	51	PRG	56	44	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%;">&lt;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%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">18</td> <td style="text-align: center;">9</td> <td style="text-align: center;">13</td> <td style="text-align: center;">12</td> <td style="text-align: center;">14</td> <td style="text-align: center;">14</td> <td style="text-align: center;">10</td> <td style="text-align: center;">10</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td style="text-align: center;">6</td> <td style="text-align: center;">13</td> <td style="text-align: center;">31</td> <td style="text-align: center;">25</td> <td style="text-align: center;">25</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	18	9	13	12	14	14	10	10	PRG				6	13	31	25	25
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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	93							1
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	0.5	2	0.5						1	2
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:

**We are conscious that certain groups are not represented on our PPG. We have specifically targeted ethnic minorities, younger age groups, pregnant women and patients with physical and learning disabilities via patient surveys, leaflets, new registrations, feedback and complaint responses and canvassing both by practice staff and by existing PPG members to their friends and acquaintances.**

**This has produced a small level of response and occasional interaction but none have committed to joining the group, albeit we did succeed in getting some younger patients to attend a meeting. We intend to continue these efforts moving forward.**

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:

- Review of patient feedback

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

**At the start of the year we reviewed our last Patient Survey with the group, and have now replaced this activity with feedback and results from the new Friends and Family Test (ongoing), which is collected in person, online and by SMS.**

**The PPG itself has also been an invaluable source of patient feedback on all aspects of the surgery, as have complaints, compliments and suggestions received throughout the year from a wide range of patients.**

How frequently were these reviewed with the PRG?

**At all quarterly meetings, also in focus groups and by email where more real time feedback was required.**

- Action plan priority areas and implementation

Priority area 1
Description of priority area: Proposed closure of nearby Surgery – Holt Park Medical Practice
<p>What actions were taken to address the priority?</p> <p>The proposed closure of a nearby surgery has had a large impact of new patient registrations and demand for services. We have engaged the PPG to provide us with ongoing feedback regarding patients' thoughts and expectations in this regard, including to challenge us as appropriate on behalf of the wider patient population.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patient feedback (which is ongoing) has been invaluable in helping us shape our response and planning to a situation that developed with no warning to the practice. Our plans include trigger points for increasing clinicians on site, carefully monitoring increased demand for effect on current patients and strategies for managing any growth. We have already undertaken surgery improvements to give us expanded clinical areas to help us cope. So far throughout the process, analysis and feedback shows us patient care has not been compromised and feedback from newly registered patients has been excellent.</p> <p>This priority area hasn't required publicity as such given the nature of the issue.</p>

## Priority area 2

Description of priority area: Extended Access to Surgery

A long standing PPG aim has been to see the surgery expand its capacity/opening hours to meet patient demand and expectations

What actions were taken to address the priority?

The practice has delivered an Extended Access project with 12 local surgeries to provide extended opening hours 8am to 8pm Monday – Friday, and 8am to 4pm on Weekends and Bank Holidays. This directly meets the PPG challenge to increase the number of appointments and improve the access to those appointments.

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

Patients now have easier access to care, with more appointments available, more on the day appointments, 12 hour opening on weekdays including outside normal working hours and routine GP appointments at weekends and on Bank Holidays.

We have so far publicised via internal notices and promotion, SMS messages, notes on Prescription counterfoils and on our website and social media.

In due course our local CCG will also run an advertising campaign supporting the initiative.

### Priority area 3

Description of priority area: Waiting Room Environment

The PPG has been keen for us to enhance both the waiting room environment and address patient privacy in this public area.

What actions were taken to address the priority?

Lots of individual actions, each one debated and addressed by the PPG, including:

- Reconfigured layout & new chairs
- Privacy signs at reception
- Reinforcement of privacy training for staff
- Installation of a TV media system
- Redecoration

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

An enhanced environment for patients where privacy at reception is addressed in several ways, and the surroundings are renewed and refreshed. Patient privacy in reception is given the highest priority by all staff.

The TV media system provides both practice information and educational health videos to the benefit of patients.

## 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):

Most of the active items from previous years have been successfully addressed including:

- Training of new clinicians – the practice now takes trainee practice nurses
- Did Not Attend appointments – Patients who DNA are now proactively managed
- Online Services – We now heavily promote easier ways to interact with the surgery
- Provision of Services – we now offer an Ultrasound service and a Vasectomy service on site
- Extended Access – see above
- Waiting Room – see above

The minutes from all PPG meetings continue to be published on our website so as to be accessible for all patients.

•PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24 March 2015

How has the practice engaged with the PPG: Via regular meetings for the whole group, ad hoc meetings for specific issues, and via a virtual email group.

How has the practice made efforts to engage with seldom heard groups in the practice population? They have tried to grow the interaction with seldom heard groups through the year, as has the PPG itself. We have assisted by looking for new members ourselves, including attending this years Flu clinics to publicise the patient group.

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

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? Yes

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

The practice has had a year of change and they have coped with it very well, the PPG congratulates the Doctors and staff on the progress they have made, including on the areas we raised as most important to the patient population.