

# Annex D: Standard Reporting Template

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

Practice Name: Horton Park Medical Practice

Practice Code: B83035

Signed on behalf of practice: *Angela Wadby* Date: 26.03.2015

Signed on behalf of PPG: *RBR* Date: 26.03.2015

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

Does the Practice have a PPG? YES

Method of engagement with PPG:

- Including a section in our practice leaflet advertising the patient group this is given to all new patients who register
- website – section dedicated to PPG on the website with minutes, information leaflets etc see [www.horton-park-surgery.co.uk](http://www.horton-park-surgery.co.uk)
- Advertised PPG internally through patient call board within the surgery
- Advertised PPG internally through posters , leaflets, newsletters
- Direct feedback from patients – complaints were received about access on the telephone this resulted in the practice conducting an additional survey



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:

CQC compliance requires Primary Care to ensure GP services meet the needs of the following population groups; OLDER PEOPLE, LONG TERM CONDITIONS, MOTHERS AND BABIES, WORKING AGES, PEOPLE WITH L.D. OR DEMENTIA . Horton Park Medical Practice do not exclude any population groups or ages from being involved in patient engagement activities. The PPG attendance is entirely voluntary. Some of our members are Practice Champions as well.

Details of steps taken to encourage patients to become involved in Horton Park Medical Practice patient groups

- The PPG meetings are advertised widely e.g. Waiting Room Notices, Patient newsletter, opportunistic invitation by GP or PN during an appointment, message on the reverse of prescription, website etc
- Invitation notices are left on waiting rooms chairs and on the reception counter of both branches
- The details of all meetings are posted on the practice website.
- Representatives from the patient group canvass friends and neighbours in the community ( capturing those who rarely attend the surgery to attend the patient group meeting
- Ethnic patients are approached personally by doctors and practice staff to invite them along – this has achieved some success.
- All New Patients (all ages) who register with us are invited to attend patient group meetings.
- By personal invitation – any patient who makes a complaint or provides feedback is personally invited to share their views at the next patient group meetings
- Representatives from the patient group have canvassed patients in the waiting room
- The practice has sent staff into junior schools (Horton Park Primary) to talk about healthy hearts

- We are actively involved in Health and Social Care integrated care meetings, and promote our patient group in this arena and encourage our peers in health and social care to promote the patient experience and ask patients to complete questionnaires or attend meetings
- We have a patient suggestion box for those patients who cannot or will not attend a formal meeting.
- The Practice Manager provides transport to a disabled patient (blind) to ensure that disabled patients are not disadvantaged and can join discussion and share their views.
- The group is very informal to try and encourage members

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

- The practice has 8800 patients registered at 20th March 2015.
- Our patient profile is 85% from South Asian background.
- 90% of patients are under 65 years of age and there is an equal mix of males/females.
- The practice population has a high number of young families and a proportion of Eastern European patients.
- Engaging patients is a constant challenge due to language and cultural barriers.
- This year existing members tried to recruit new members while carrying out the Friend and Family Test in the waiting area. One of our members attends every Monday morning and to date has not managed to recruit any new members.

## 2. Review of patient feedback

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

Late appointments after 5.00pm Practice Champions - Walking Group Established - Coffee afternoon	Reviewed Aug 2014 ( patient survey) Last 12 months
Waiting times ( when waiting in the waiting room)	Sept 2014
Advertise DNA's	Dec 2014
Advertising which GP are here and when in waiting room	August 2014
Customer Service ( poor receptionist attitude)	(patient complaints)
Sound proofing New Hey Road surgery/New doors	March 2015
Friends and Family Test results ( ( NEW -Dec 2014)	January 2015
How frequently were these reviewed with the PRG? Quarterly	

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area: Self - Care

The practice promoted Self – Care using a whole range of methods

- Face to face consultations with GP's – giving consistent messages
- Employing a Nurse Practitioner to assist with acute demand, her primary role is to promote self care and help patients make right choices about accessing care
- Promoting a well stock first aid box at home
- Encouraging patients to take responsibility for their own health
- Health Promotion and well being

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

**Impact:**

- Better informed patients
- Better self-care management
- Better use of resources

**Publicised:**

- The practice promotes 111 so that patients can access 11 for help and advise
- The practice promotes the NHS Choices website in the waiting room so that patients are provided with credible advise
- The practice has a range of leaflets in the waiting room providing advice on common minor ailments
- The practice provides information of the practice website promoting self care
- The practice has signed up to Pharmacy First scheme
- Utilisation of the Patient Call Screen to convey timely, relevant messages
- Newsletters

## Priority area 2

Description of priority area:

Offering appointments for people who work  
Late appointments after 5.00pm for patients

What actions were taken to address the priority?

- An audit was carried out to assess appointment availability after 5.00pm
- This was discussed at a practice meeting with Partners and Management
- This was discussed at a Reception/Nurse Team meetings to make staff aware of patient requests
- The practice changed the rotas so that clinicians started earlier in the morning i.e.8.30 instead of 9.00am to offer appointments so that patients could attend prior to going to work
- The practice changed the rotas so that GP's started afternoon surgery routinely at 3.00pm therefore providing an increase in later availability

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

**Impact:**

- Better patient satisfaction (GP access survey)
- This has not had an opportunity to have an affect as yet and is planned to be reviewed July 2015

**Publicised:**

- Practice website
- Patient information leaflet
- Verbally receptionists offer appointments on the telephone

- Patients registered for on line appointments are able to see this

### Priority area 3

#### Description of priority area:

Soundproofing at New Hey Road Surgery, building built in 1988 doors on consulting rooms are thin and patients can be overheard

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

- Practice made an application for an Improvement Grant to replace existing doors with Fire Doors as this would provide better sound proofing

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

- Works not totally completed yet so full impact has not been yet realised by patients
- Patients/staff will notice the difference once works have been completed

### Progress on previous years

**Access :** Appointments and access is always an issue for patients and is constantly on our agenda for improving patient experience. As we are battling with increasing demand, new clinical guidelines and an ageing population this is not going to improve unless resources are released to improve the situation. Although we are now signed up to pharmacy first and hope that this will have an impact on capacity

**Telephone system:** We are exploring upgrading our telephone system but this is very much dependent on resources as funding is going to be reduced over the next 6 years and the PPG have been made aware of this



#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26.3.2015

Patient :

How has the practice engaged with the PPG:

- Face to face meetings
- Members have become Practice Champions
- Practice champions have held number of Health promotion stalls in the waiting room
- Practice Champions run a walking group from Horton Park every week for 30 mins
- The healthy eating group held an information stall in the waiting area on Tuesday 24<sup>th</sup> June 2014. They had lots of useful information on healthy eating tips and healthy recipes were giving out pots of fresh fruit and fruit juice and they had 37 patients engage with the stand. They will be planning future events and are planning to attend training courses delivered by Bradford and Nutrition and Dietetic Service to obtain further knowledge in this area.
- Admin Support -There has been response to the request to help out with mailing out flu letters
- Patient Language Support Group – Champions trailed a ‘conversation’ group which is aimed at patients who want to improve their English. This will be a small group run by the PHC’s who will facilitate a conversation around topics related to booking appointments, which services to use, how to explain symptoms etc
- Relaxation Group One of the Practice Champions will be completing training in basic relaxation techniques and is planning on delivering these from Parklands Community Centre for patients of Horton Park.

- Loneliness and Isolation Group- Currently being planned

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

- We contact CEEP project for Eastern European community and asked them to signpost to our group.
- Reception and GP staff personally targeted / invited ethnic minority patient opportunistically, plus canvassed young mums and teenagers attending services to join the group.

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

- Suggestion box, via other health care professionals such as HVs, email via our website, NHS choices see above
- CQC inspection on 18.11. 2015 and the patient comment cards collated in the two weeks prior to the assessment were wholly positive.
- We work closely with the third sector and they also provide us with feedback (through integrated care work streams).
- All complainants are invited to attend patient engagement group forum and share their experience

Was the PPG involved in the agreement of priority areas and the resulting action plan? Definitely at every stage. All priority areas discussed at each meeting. Minutes available.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Yes. Feedback from patients and PPG members

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

- We have engaged our patient group with Bradford Specific projects such as Pharmacy First and tried to harness them to spread the word in our locality.
- We take every opportunity to promote better health choices and lifestyles wherever possible.
- We believe it is our role to educate patients towards self care