

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

Practice Name: Skelmanthorpe Family Doctors

Practice Code: B85061

Signed on behalf of practice: Jenny Cullearn

Date: 18 March 2015

Signed on behalf of PPG: Yes

Date: 26 March 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 (meetings held quarterly) and email																																					
Number of members of PPG: 16																																					
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;">4527</td> <td style="text-align: center;">4671</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">9</td> <td style="text-align: center;">7</td> </tr> </tbody> </table>	%	Male	Female	Practice	4527	4671	PRG	9	7	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%;">&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;">1687</td> <td style="text-align: center;">739</td> <td style="text-align: center;">886</td> <td style="text-align: center;">1214</td> <td style="text-align: center;">1483</td> <td style="text-align: center;">1240</td> <td style="text-align: center;">1174</td> <td style="text-align: center;">774</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;">0</td> <td style="text-align: center;">2</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">4</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1687	739	886	1214	1483	1240	1174	774	PRG	0	0	0	2	5	5	4	0
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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	7592	0	0	0	0	0	0	0
PRG	16	0	0	0	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	22	0	0	0	0	0	0	0	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 patient reference group was established in 2011 and members were recruited through in-house advertising, website explanations and by displaying posters throughout the village. The recruitment campaign continues and the number of regular attendees at the quarterly meetings has slightly increased this year.

The Practice does have concerns that although the group is representative with regard to the ethnicity of the practice population, it is not representative as far as age is concerned.

Attempts have been made to try and redress this imbalance by continuing to advertise the group and including details of the group in new patient's registration packs.

Recruitment is ongoing and we continue to strive towards a more representative group as we move 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

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

No – we have five care homes in our catchment area.

## 2. Review of patient feedback

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

- Friends and family feedback – both written and via text
- Previous surveys
- Patient comments and feedback
- Suggestions (verbal)
- Patient Reference Group Feedback
- NHS Choices
- NHS Survey
- Complaints

How frequently were these reviewed with the PRG?

The group meets quarterly to provide an update on Practice matters – including those listed above and to obtain feedback from the group.

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Electronic Prescription Service</p>
<p>What actions were taken to address the priority?</p> <p>Patients have been actively encouraged to sign up for this service.</p> <ul style="list-style-type: none"><li>• Leaflets are available in local chemists and Surgeries</li><li>• information in Surgery</li><li>• information on website</li><li>• information in new patient pack</li><li>• GP's/Clinical and Administration Staff/Pharmacist explaining the benefits of the system to patients</li></ul>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The initial take up was poor but as patients have become more aware of the service and the benefits numbers have increased. 57% of all repeat prescription requests are now issued electronically.</p> <p>We continue to encourage patients to use this facility and increasingly patients are requesting to use this service as they have become aware of the benefits of using this. From 1 December 2014 to date a further 571 patients have signed up to use the service. Our aim is for 70% of all repeat prescription requests issued electronically</p>

## Priority area 2

Description of priority area:

Friends and Family Test

What actions were taken to address the priority?

Text messaging has been used to contact patients to obtain feedback on their patient experience  
Friends and family feedback slips are available in the Surgery and from Clinicians. Post boxes for these surveys are clearly marked.

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

- Patients commented on the difficulties of contacting the Surgery by phone
- Prior to the implementation of the Friends and Family Test a new method of call handling had been instigated.
- Additional question in the Friends and Family Test utilised to specifically obtain feedback on patient experience contacting the Surgery
- Patient feedback has been positive as evidenced by our Friends and Family Test responses
- Surgery continues to monitor this
- Results are fed back to the Patient Reference Group

### Priority area 3

Description of priority area:

Online Access to Patient Records

What actions were taken to address the priority?

- Practice continues to encourage patients to sign up for this following consultation with a Clinician (if they require full access to their medical records)
- Information available in the Surgery and online
- Information included in new patient packs
- Discussed at PRG Meetings (together with online access for repeat prescription requests/appointment booking)

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

- Patients who have the facility to view their online medical records have responded positively to this
- Practice has now “switched on” access to Summary view and have enabled (medications/allergies and immunisations)
- Discussed at length with PRG how we can encourage more patients to sign up for online access
- To be discussed again at our next PRG meeting (PRG will consider additional ways of encouraging patients to sign up)
- Discussed possibility of holding demonstrations at Practice to encourage more patients to sign up to the service

## 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):

- Patient online access – action taken outlined above
- Electronic prescribing – action taken outlined above
- Telephone system
  - Negotiated with telephone supplier to return to local area code – now completed
  - Review of call handling system
    - New system implemented
    - More staff allocated to call handling during peak times
    - Positive feedback received from patients
    - Ongoing review of call handling times
    - Ongoing training and review of call handling
- Improve waiting room
  - Play table and chairs now installed
  - Toys available for children
  - Noticeboards re-ordered
  - Plans for paintings to be hung on walls
  - Plans for childrens corner where paintings can be displayed
- Appointments running late
  - Appointments system ongoing review
  - Admin staff aware of need to keep patients informed of any delays
  - Automatic check in screen shows waiting times for each clinician
- Speak to Practitioner on Phone
  - More telephone appointments available
- See Practitioner within 48 hours
  - Generally patients who request an urgent appointment are seen the same day
- See Practitioner of Choice
  - Admin staff are instructed to ask patients requesting appointment who they normally see

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24 March 2015

How has the practice engaged with the PPG:

The Practice meets with the members of the PPG on a quarterly basis. Members of the group are encouraged to contact the Practice Manager at any time either via email, telephone or in person.

The Practice has actively tried to recruit new members to the group and this is reflected in the increase in numbers from 11 to 16. Information is included with the New Patient Pack which is given to every new patient. Patients who live in the local care homes are not represented on the group and the PPG is conscious that this needs to be addressed

The Practice and members of the PPG find it difficult to obtain balanced feedback – generally only get to hear positive or negative feedback. Names of the members of the PPG are clearly displayed on the notice board at the Surgery so that patients might contact them.

The engagement with and feedback from PPG has been very valuable to the Practice and has been instrumental in enhancing patients experience as outlined above. The introduction of Electronic Prescribing has provided a streamlined and efficient service to patients. Ease of contacting the Practice has improved together with patient choice. The use of online services continues to be encouraged and use is slowly increasing.

Over the next six months members of the PPG will be working with the Practice whilst a review of clinical working practices is undertaken. They will be asked for their views on a number of issues including patient experience, what we do well, what requires improvement, appointment times, opening hours, types of appointments available. Their views will help the Practice to formulate a strategy which we hope will enable our clinicians to work more efficiently and effectively and provide an improved and enhanced patient experience

