

# Annex D: Standard Reporting Template

North Yorkshire and Humber Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Harewood Medical Practice

Practice Code: B82104

Signed on behalf of practice: G Dickinson Date: 30.3.15

Signed on behalf of PPG: S Harrisson Date: 30.3.15

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 and email																																					
Number of members of PPG: 9																																					
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;">43.2</td> <td style="text-align: center;">56.8</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">55</td> <td style="text-align: center;">45</td> </tr> </tbody> </table>	%	Male	Female	Practice	43.2	56.8	PRG	55	45	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;">32.8</td> <td style="text-align: center;">12.0</td> <td style="text-align: center;">15.2</td> <td style="text-align: center;">13.0</td> <td style="text-align: center;">13.1</td> <td style="text-align: center;">6.8</td> <td style="text-align: center;">4.7</td> <td style="text-align: center;">2.4</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;">11</td> <td style="text-align: center;">11</td> <td style="text-align: center;">0</td> <td style="text-align: center;">45</td> <td style="text-align: center;">33</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	32.8	12.0	15.2	13.0	13.1	6.8	4.7	2.4	PRG	0	0	0	11	11	0	45	33
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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	73	0.5		3.8	0.5	0.2	1.5	3
PRG	89							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.1	0.1	0.3	0.2	9.6	3.9	1	1.1		1.2
PRG					11					

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 have tried recruiting through talking to patients in waiting room, specific mail shots to age groups, targeting an ethnic group and always keeping channels open for new members and have not imposed a limit on number of possible members. As a result we have managed to get a member who is other Asian and members in the 33 to 54 age banding.**

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

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

**We have tried recruiting through talking to patients in waiting room, specific mail shots to age groups, targeting an ethnic group and always keeping channels open for new members and have not imposed a limit on number of possible members. As a result we have managed to get a member who is other Asian and members in the 33 to 54 age banding.**

## 2. Review of patient feedback

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

We specifically asked about our web site which has been reviewed by group and acted upon.

How frequently were these reviewed with the PRG?

One off review

### 3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 589 421">Description of priority area:</p> <p data-bbox="203 464 931 496">Nepalese patients – primarily about communication</p>
<p data-bbox="203 649 887 681">What actions were taken to address the priority?</p> <p data-bbox="203 724 1966 788">Employed a Nepalese receptionist to specifically work with Nepalese patients both as a receptionist and within the consulting room.</p>
<p data-bbox="203 984 1312 1016">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1059 2033 1123">Appreciated by Nepalese community as fed back from various sources, eg Nepalese forums, individual patients. Consulters have noticed improved consultations and less confusion experienced by reception staff.</p>

## Priority area 2

Description of priority area:

Notification of surgery running late

What actions were taken to address the priority?

Improved information to patients when booking in

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

Tested by PPG group and agreed information is much improved. Reduction in number of patients commenting about lack of information about surgery delays.

### Priority area 3

Description of priority area:

Review of complains, comments and complaints from patients

What actions were taken to address the priority?

Improved communication re surgery running late. Currently no other common theme emerging.

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

Improved information on running late, better service for 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):

Confidentiality at reception desk improved

Reception window altered for privacy

Continued to address issue of DNA's by adopting a texting system allowing patients to cancel appointments via mobile response.

#### 4. PPG Sign Off

Report signed off by PPG: NO – for next meeting

Date of sign off: May 2015

How has the practice engaged with the PPG:  
Through meetings as well as email communication

How has the practice made efforts to engage with seldom heard groups in the practice population?  
Yes with success re our major ethnic group and some success re younger members

Has the practice received patient and carer feedback from a variety of sources?  
Has had some feedback but difficult to elicit responses.

Was the PPG involved in the agreement of priority areas and the resulting action plan?  
Yes, the PPG had responsibility for agreeing the work plan and therefore priority areas.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?  
Yes improvements have been made.

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



