

NHS England Yorkshire & The Humber Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Chapelgreen Practice**

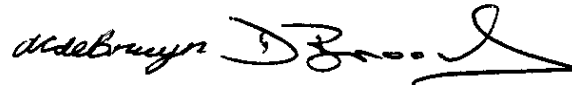
Practice Code: **C88010**

Signed on behalf of practice:



Date: *11-3-15*

Signed on behalf of PPG:



Date: *11-3-15*

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

Does the Practice have a PPG? YES / NO																																					
Method of engagement with PPG: Face to face, Email, Other (please specify); Forum Meetings, Email and/or Letters																																					
Number of members of PPG: 40																																					
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;">49%</td> <td style="text-align: center;">51%</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">50%</td> <td style="text-align: center;">50%</td> </tr> </tbody> </table>	%	Male	Female	Practice	49%	51%	PRG	50%	50%	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;">16</td> <td style="text-align: center;">8</td> <td style="text-align: center;">11</td> <td style="text-align: center;">12</td> <td style="text-align: center;">19</td> <td style="text-align: center;">11</td> <td style="text-align: center;">13</td> <td style="text-align: center;">10</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">2.5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">2.5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">22.5</td> <td style="text-align: center;">50</td> <td style="text-align: center;">17.5</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	16	8	11	12	19	11	13	10	PRG	0	2.5	5	2.5	5	22.5	50	17.5
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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	7.2	0.2		0.7	0.2		0.2	0.1
PRG	95							

%	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.3	0.1		0.1	0.1	0.3	0.1			0.1
PRG					5					

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 used a number of methods to recruit PPG members, these included; Practice Website (www.chapelgreenpractice.co.uk), Posters (both in practice and in community locations e.g. library, civic centre, swimming baths), publications in local free newspapers (look local), discussions at local focus group (Healthy High Green), messages on prescription counterfoils, and active recruitment by staff and clinicians. Forum meetings are rotated between site locations in order to increase spread of participation.

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:

2. Review of patient feedback

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

Patient Comment Forms, Patient Complaints, Feedback on NHS Choices & Practice Website, Face to Face Feedback.

How frequently were these reviewed with the PRG?

We held a specific meeting (by request of the PPG) to discuss this feedback in September 2014, however we have discussed in general terms in other meetings as and when appropriate.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Increase awareness and participation of the PPG, Elect a PPG chair, Join NAPP (National Association of Patient Participation)

What actions were taken to address the priority?

Reintroduction of PPG as a face to face group as opposed to a virtual group, active advertisement campaign to recruit new members, allocated display board to increase awareness of what's going on with the PPG, encouragement of PPG members to take an active role in the running of the PPG.

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

Increased attendance at PPG forum meetings, election of PPG chair and co-chair, joining of NAPP – this has been publicised through PPG minutes, display boards and practice website.

Priority area 2

Description of priority area:

Development of main practice premises (Burncross Surgery)

What actions were taken to address the priority?

Through discussion and feedback from PPG forums;

Key areas of development identified including redecoration of entire premises and relocation of services so patients could access all services via ground floor level.

New and Improved Signage

Redesign of Practice Website (to be more user friendly)

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

All actions above were taken, this has improved patients perceptions of the premises, ensured that premises meet required health and safety standards and provided continuity between the 2 practice sites.

Priority area 3

Description of priority area:

'Putting Patients First' Lobby Group

What actions were taken to address the priority?

Discussions took place as part of PPG forum meetings including a presentation by the senior partner, this outlined the campaign, which was followed by discussions on how to move this forward culminating in a petition and letter to local ministers.

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

**Petition completed and sent to local MP
Letter agreed by PPG and sent to MP**

Information was displayed within the practice, and the practice website.

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):

Develop a face to face PPG rather than a virtual group, that could be challenged with developing the practice, and ultimately become self-managed in order to work closely with the practice but also set its own priorities.

4. PPG Sign Off

Report signed off by PPG: **YES/NO**

Date of sign off: **11th March 2015**

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? **Yes, by proving information in a number of different sources and formats**

Has the practice received patient and carer feedback from a variety of sources? **Yes, however this has been limited to date**

Was the PPG involved in the agreement of priority areas and the resulting action plan? **Yes, but due to the existing group be relatively newly formed the practice took more of a lead**

How has the service offered to patients and carers improved as a result of the implementation of the action plan? **Patients are increasingly being asked to contribute to the practice, and Burncross Surgery has been vastly improved in terms of appearance and suitability**

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