

# Annex D: Standard Reporting Template

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

Practice Name: SCARBOROUGH MEDICAL GROUP

Practice Code: B82054

Signed on behalf of practice: Louise Woodhouse Date: 30.3.15

Signed on behalf of PPG: Date:

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 & Email																																														
Number of members of PPG: 19																																														
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:																																									
<table border="1"><thead><tr><th>%</th><th>Male</th><th>Female</th></tr></thead><tbody><tr><td>Practice</td><td>49%</td><td>51%</td></tr><tr><td>PRG</td><td>49</td><td>51</td></tr></tbody></table>			%	Male	Female	Practice	49%	51%	PRG	49	51	<table border="1"><thead><tr><th>%</th><th>&lt;16</th><th>17-24</th><th>25-34</th><th>35-44</th><th>45-54</th><th>55-64</th><th>65-74</th><th>&gt; 75</th></tr></thead><tbody><tr><td>Practice</td><td>14.1</td><td>6.61</td><td>10.20</td><td>10.79</td><td>14.08</td><td>14.11</td><td>14.8</td><td>15.31</td></tr><tr><td>PRG</td><td></td><td></td><td>10</td><td></td><td></td><td>28</td><td>48</td><td>14</td></tr></tbody></table>								%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	14.1	6.61	10.20	10.79	14.08	14.11	14.8	15.31	PRG			10			28	48	14
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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	11859	20	0	220	18	14	21	14
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	61	15	1	43	34	30	2	5	9	272
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:

**Scarborough Medical Group (SMG) PPG is equal in respect of gender, the age group currently reflects the 30+% of the practice population and ethnicity of the majority of our patients. SMG actively promotes the PPG group is available to all our patients irrespective of age, gender or ethnicity and anyone can apply to join the group.**

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? /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:

- Text Messages
- Online through our website – patient feedback form
- Emails to the SMG generic email account
- Friends and Family Test
- Through the CQC website
- Through the NHS Choices website
- Suggestion boxes in the practice
- Letters received
- Thank you cards received
- Comments from patients in clinic
- Complaints received

How frequently were these reviewed with the PRG?

Feedback is reviewed at every meeting.

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area:

The availability of longer appointments for patients.

What actions were taken to address the priority?

Discussions with clinical teams.

Reviewed appointment slots from 10 minutes to 12.5 minutes to allow for more time with the patient and for administrative tasks.

(Double appointment sessions can be available to patients on request of patient or if advised to do so by the doctor)

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

Positive feedback from clinical teams regarding the new allotted appointment times.

Information for clinical teams - note on patient home screen of patients who prefer or need a longer appointment.

Information on how to book an appointment is available on our Patient Information Leaflet, which can be accessed from the surgery or the Scarborough Medical Group Website.

## Priority area 2

### Description of priority area:

Availability of Warfarin appointments after 6pm; for patients who are on Warfarin but also work.

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

Review of the provision of Extended Hours at the practice to incorporate a nurse with allotted time for Warfarin Appointment availability.

Additional appointments available every week on a Monday from 6.30pm to 8.30pm with the exception of Bank Holidays.

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

Availability of 2 doctors and 1 nurse every Monday from 6.30pm – 8.30pm this consists of 12 GP appointments and now 7 nurse appointments with specific INR slots.

Feedback is positive, more flexibility for the patients and increased availability. Clinics are well attended.

The availability of the extended opening hours is published on our website, on the NHS Choices website, on our Patient Information Leaflet - which is available in surgery and included in the new registrations pack for patients.

### Priority area 3

Description of priority area:

Promotion of patient newsletters and information available to all patients.

What actions were taken to address the priority?

Assessed the current newsletter, how this was distributed and how this could be improved on.

The newsletter is published on the website and printed copies are available in surgery waiting rooms. The patient noticeboards are now the responsibility of the Patient Services Team Leader, with a focus of a NHS England subject of interest each month and directing attention to the newsletters which are conveniently placed near to the notice boards.

Newsletter emailed to our Virtual PPG group.

Encourage patients to join our email list for the newsletter.

Discussions on alternative ways of promoting the newsletter to a wider audience was discussed, and it was agreed to build a Surgery Facebook and Twitter page and we could publish the newsletter and other areas of our services to the page.

These are currently under construction and will be published to the internet soon.

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

Staff are forthcoming with topics for the noticeboard and newsletter.

More uptake on demand of paper copies of the newsletter.

E-Mail newsletter mail list has increased

## 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):

- Message board bleep too quite – changed the settings.
- Message board scrolling – too fast and patients could not read. Adjusted settings.
- Car parking at Danes Dyke Surgery – look into cost / viability of increasing this facility.
- Music and local radio in waiting room – changed to a more popular radio station.
- Alterations to prescription window at Danes Dyke – more accessible to patients.
- Magazines / papers at Danes Dyke. Concerns over infection control. Policy reviewed, magazines removed but cleanable/wipe down patient information made available.
- Fit a clock in the waiting room for Danes Dyke surgery.
- Make nurse appointments available to book online.
- Patient call system – increase time of name display.
- Increase in Online services – through promotion especially for prescription requests and online booking of appointments.
- Promotion of free Text Service for appointment reminders

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

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

Was the PPG involved in the agreement of priority areas and the resulting action plan?

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

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