

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

Practice Name: **Nidderdale Group Practice**

Practice Code: B82004

Signed on behalf of practice: **Dr J Hain**

Date: **22 February 2015**

Signed on behalf of PPG: **Mr J Leggett**

Date: **22 February 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, Email, Other (please specify) Email											
Number of members of PPG: 20											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	49	51	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	40	60	Practice	18	8	8	11	17	15	13	10
			PRG	0	0	0	5	10	25	30	30

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	8737	6	2	656	0	3	15	50
PRG	19	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	6	2	1	6	15	2	2	13	0	54
PRG	0	0	0	0	1	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:

All practice staff have been asked to encourage representatives of minority groups to consider joining the reference group at opportune times.

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

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:

Website

Friends and Family Test

Suggestion boxes in all three surgeries

Feedback from trainees

GPs have undertaken 360 degree appraisals

Comments from the PRG

How frequently were these reviewed with the PRG?

The website is available to the PRG at all times and we have consulted with them on two occasions this year.

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 1962 533">We plan to consider the results of our Family and Friends Test survey at each monthly partners' meeting and will periodically publicise results to staff and patients via the website and using posters.</p>
<p data-bbox="203 686 887 718">What actions were taken to address the priority?</p> <p data-bbox="203 761 1361 793">Agreed to review these with the Partnership, staff and patients at regular intervals.</p>
<p data-bbox="203 983 1312 1015">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1058 1323 1090">The FFT was only introduced in December 2014. No new actions triggered yet.</p>

Priority area 2

Description of priority area:

We have organised customer services training for the dispensary and reception staff. While we continue to attempt to recruit an extra dispenser, we are also recruiting an apprentice who might eventually become a home-grown 'fully fledged' dispenser at Birstwith.

What actions were taken to address the priority?

Customer services training organised for January 2015. Training well received.

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

Too early to say.

Priority area 3

Description of priority area:

We will continue to support Yorkshire Health Network in the Care Planning scheme.

What actions were taken to address the priority?

The Practice took part in the Care Planning Scheme this year and met all targets.

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

Mixed reaction from patients. Yorkshire Health Network is still evaluating the broader scheme. Many of our patients have welcomed the opportunity to be involved in care planning.

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):

1. All dispensers have been informed of the feedback and encouraged to be aware of patient perceptions and the need for better communication.
2. At our Birstwith surgery we have now employed a counter assistant specifically to address the issues above.
3. At our Pateley surgery we have increased the number of dispensing hours and a bell and hatch has been provided to facilitate communication with the dispensers.
4. Encourage our patients to use the online system which will reduce errors and free up time for the dispensers to deal with issues which require face to face communication.
5. We will continue to advertise and promote our various online facilities.
6. Signs have been displayed explaining that dispensers will attend to patients as soon as possible but they are not always able to break off mid-task.

All of these have been brought into play, and the Pateley dispensary seems to be running much better with these changes, thanks in part to the efforts of our new dispensers). Next year, we hope to have a similar report regarding our Birstwith dispensary.

4. PPG Sign Off

Report signed off by PPG: YES
Date of sign off: 22 February 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?

The group was recruited via posters and the website and all reception and clinical staff were specifically encouraged to consider applications from all sorts including ethnic minorities, the unemployed and those from deprived backgrounds. A reminder has recently been sent to reinforce this as an ongoing habit.

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

Yes - via regular contacts with the group on the website, suggestion boxes and general contact with the GP's.

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

Yes.

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

Although I did not recognise the apparent complaints about dispensing, I have to say the new arrangements with ordering on line and the collection via the hatch are first class.

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

No - I have found from personal experience that we are lucky in Pateley Bridge to have such an excellent local practice.

Signed -PPG member 22/02/2015