

**Leeds West CCG
2014/15 Patient Participation Enhanced Service**

Practice Name: **Laurel Bank Surgery**

Practice Code: **B86086**

Signed on behalf of practice:



Date: 24.03.2015

Signed on behalf of PPG: **Rose Greenley**
2015

Date: 29March

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 and face-to-face meetings at practice**

Number of members of PPG: **15**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3832	3234

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	532	2518	1627	742	555	495	340	257

PRG	6	9	PRG	0	1	1	1	1	2	6	3	1
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Detail the ethnic background of your practice population and PRG:

Unknown: 2103

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	3815	50	0	396	37	13	46	23
PRG	11	1	0	1	0	0	0	1

	Asian/Asian British							Black/African/Caribbean/Black British				Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black British	Arab	Other Any other			
Practice	167	151	5	41	53	75	28	1	1	64			
PRG	1	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:

There are patient notices in the surgery and also an invitation to join the group on the surgery waiting room information screen, which are non-specific in terms of who they target. However, the practice approached a local care home for the elderly and recruited a manager as a patient representative; one student has also been recruited into the group (see below). The practice has made plans to take further steps to more effectively reflect its practice population.

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: most notably, a large student population, and patients resident in nursing homes. In addition to these, and groups of different age and ethnicity, we would ideally like to see pregnant mothers and young families represented, the LGBT community, carers, those with long-term conditions, physically disabled/mobility problems, and patients with sight or hearing impairments.

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

Students visiting the surgery were invited to join the group (when appropriate to the consultation). This was successful in recruiting one student so far.

See Priorities below.

2. Review of patient feedback

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

A newsletter was created in response to the previous year's patient survey. The draft first edition was sent to the PRG for input and feedback, and edited in response to this feedback.

A patient group meeting at the surgery was held and feedback was received on the current effectiveness of, and future plans for, the group were discussed.

A patient comments box in the waiting room collects ad hoc patient comments which are reviewed at our monthly meetings, and

collated and displayed on the Patient Group noticeboard.

The Friends and Family Test responses, and any NHS Choices comments are reviewed at the monthly practice meeting and actions taken, where appropriate. These are also displayed in the waiting room.

How frequently were these reviewed with the PRG?

Patient comments and FFT comments are not currently reviewed by the PRG.

Action plan priority areas and implementation

Description of priority area:

To more effectively communicate practice news and health issues to the practice's diverse patient groups.

What actions were taken to address the priority?

1. A newsletter was created with input from the PRG.
2. Specific patient groups were identified and the best way in which to communicate with them was discussed with the PRG and partners.

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

1. The newsletter was felt to be too broad in its audience and scope and so will be discontinued in its present form.
2. Website pages to be developed over the next year to replace the newsletter and be more patient group specific.

3. A survey of patients visiting the surgery is to be conducted via a brief questionnaire given by the GP at the end of consultations. This should identify how diverse patients would prefer to be contacted, and what they would like to be told about. It may also highlight patient groups not identified so far.
4. A Facebook page for student patients is under discussion.
5. The layout and patient communications in the waiting rooms at the practice are to be reviewed.

Description of priority area:

To target specific patient groups for recruitment to the practice PRG in order to more effectively represent Laurel Bank Surgery's diverse practice population.

What actions were taken to address the priority?

A PRG meeting was held and plans were developed for the coming year to identify patient groups/types.
 The student population was identified as needing a representative and students attending the surgery were invited to join the group by the GP Lead (where appropriate in the consultation).

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

One student has been recruited to the patient group so far.
 More effective recruitment to be developed using the patient-specific communication methods outlined in Priority 1.

Description of priority area:

To make the PRG as effective as possible with a well-defined purpose, and to utilise the skills of our patients, if volunteered.

What actions were taken to address the priority?

During the PRG meeting the present members' skills were identified. Ways in which to put these to use are to be discussed at the next meeting.

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

Minutes of the last meeting have been shared with the whole PRG, but the issue is currently in progress.

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):

The group is defining its purpose and feels more focussed and energised than in any previous years. There is a momentum, with the patients themselves pushing for action from the group, i.e. more from both themselves and from the practice. We are confident that this will improve the practice and the patient care provided by us. We feel that the idea of patients using their own skills to improve the practice on behalf of other patients is incredibly benevolent, and a credit to the patients within the PRG.

3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off :29 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?
- 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?

Response - Rose Greenley

Recruiting patients with enough time and commitment to become members of a PPG is for some practices (because of the make up of their patient base) always going to be more challenging. This practice has a high level of students, who are probably resident in Leeds only during term times over three years. Realistically, they may well be unwilling to volunteer the time and effort required for membership. As explained earlier however, there has been a 'push' to recruit them and other new members from different age groups/nationalities etc..(which has begun to improve the diversity of the Group).

These new initiatives as outlined, will hopefully encourage a wider PPG membership in the near future.

It has taken a few meetings of the PPG and the practice representatives to clarify what should be the priority areas, but after discussion these have been agreed and plans formulated on how to achieve these aims. Some of these plans have already been implemented.