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

Practice Name: The Chantry Health Group

Practice Code: B81023

Signed on behalf of practice: *Robert*

Date: *30/3/15*

Signed on behalf of PPG: *RJ Middleton*

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: Telephone calls, emails and quarterly meetings   |   |            |        |          |             |             |             |             |            |  |   |     |       |       |       |       |       |       |      |          |      |     |     |     |     |     |     |     |     |   |   |   |   |             |             |             |             |
| 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>3073</td><td>3078</td></tr><tr><td>PRG</td><td>9 = 0.29%</td><td>10 = 0.32%</td></tr></tbody></table> | %   | Male       | Female | Practice | 3073        | 3078        | PRG         | 9 = 0.29%   | 10 = 0.32% | <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>1130</td><td>551</td><td>762</td><td>744</td><td>854</td><td>772</td><td>653</td><td>585</td></tr><tr><td>PRG</td><td>0</td><td>0</td><td>0</td><td>0</td><td>1<br/>=0.11%</td><td>4<br/>=0.51%</td><td>4<br/>=0.61%</td><td>10<br/>=1.7%</td></tr></tbody></table> | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | Practice | 1130 | 551 | 762 | 744 | 854 | 772 | 653 | 585 | PRG | 0 | 0 | 0 | 0 | 1<br>=0.11% | 4<br>=0.51% | 4<br>=0.61% | 10<br>=1.7% |
| %   | Male  | Female     |        |          |             |             |             |             |            |  |   |     |       |       |       |       |       |       |      |          |      |     |     |     |     |     |     |     |     |   |   |   |   |             |             |             |             |
| Practice  | 3073  | 3078       |        |          |             |             |             |             |            |  |   |     |       |       |       |       |       |       |      |          |      |     |     |     |     |     |     |     |     |   |   |   |   |             |             |             |             |
| PRG   | 9 = 0.29%   | 10 = 0.32% |        |          |             |             |             |             |            |  |   |     |       |       |       |       |       |       |      |          |      |     |     |     |     |     |     |     |     |   |   |   |   |             |             |             |             |
| %   | <16   | 17-24      | 25-34  | 35-44    | 45-54       | 55-64       | 65-74       | > 75        |            |  |   |     |       |       |       |       |       |       |      |          |      |     |     |     |     |     |     |     |     |   |   |   |   |             |             |             |             |
| Practice  | 1130  | 551        | 762    | 744      | 854         | 772         | 653         | 585         |            |  |   |     |       |       |       |       |       |       |      |          |      |     |     |     |     |     |     |     |     |   |   |   |   |             |             |             |             |
| PRG   | 0   | 0          | 0      | 0        | 1<br>=0.11% | 4<br>=0.51% | 4<br>=0.61% | 10<br>=1.7% |            |  |   |     |       |       |       |       |       |       |      |          |      |     |     |     |     |     |     |     |     |   |   |   |   |             |             |             |             |

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 | 5098      | 8     | 0                        | 45          | 7                             | 2                    | 2            | 9           |
| PRG      | 18 = 0.3% | 0     | 0                        | 0           | 0                             | 0                    | 0            | 1 =11.11%   |

|          | Asian/Asian British |           |             |         |             | Black/African/Caribbean/Black British |           |             | Other |           |
|----------|---------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|-------------|-------|-----------|
|          | Indian              | Pakistani | Bangladeshi | Chinese | Other Asian | African                               | Caribbean | Other Black | Arab  | Any other |
| Practice | 7                   | 2         | 1           | 6       | 10          | 2                                     | 1         | 0           | 0     | 51        |
| PRG      | 0                   | 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:

All patients registered at the surgery regardless of gender, age and ethnic background are welcomed at the practice and to attend the PPG. We advertise the PPG on our Internet page, Face Book and display boards and if anyone is interested they can give their names to reception to be invited to the next meeting. All patients registering at the surgery are given a practice booklet and this also outlines details of the PPG.

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: n/a

## 2. Review of patient feedback

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

We use feedback from the yearly questionnaire, it is discussed with the PPG and they will then give any advice on points they think we need to improve and congratulate us on the things we do well.

How frequently were these reviewed with the PRG?

On a yearly basis.

## 3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Members commented that they felt that GPs did not give enough face to face attention at consultations, that they were overly engaged in computer monitors

What actions were taken to address the priority?

Discussion was held at MDT and GPs were pleased to have been made aware of how the patients felt, and whilst there was a need to consult the record they would make sure that more time was spent looking at the patient.

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

GPs now adjusting the time appropriately between looking at screen and looking at patient. Discussion and outcome was fed back to the group.

## Priority area 2

### Description of priority area:

Members stated that they would like all staff members to wear name badges

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

All staff are now wearing name badges

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

Members are pleased to see staff wearing name badges

## 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):

Arrangements that have been put in place and that are running successfully, which had been identified in previous years –

Regular extended opening hours

Walk in sessions

Text reminders for appointments

Improved waiting times to see GPs

Online access to order prescriptions and book appointments

An ongoing issue, which we are still not able to resolve, is the limited parking that is available at the surgery.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30/3/15

How has the practice engaged with the PPG: meetings & phonecalls & emails.

How has the practice made efforts to engage with seldom heard groups in the practice population? Facebook & website & posters.

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

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? The GPs are very attentive during consultations

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

like getting to know about new services  
like finding out how the NHS works