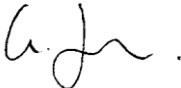


West Yorkshire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Marsden Health Centre

Practice Code: B85054

Signed on behalf of practice: Kirsty Hull Date: 25th March 2015

Signed on behalf of PPG:  Date: 25th March 2015

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

| Does the Practice have a PPG? <i>YES</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Method of engagement with PPG: <i>Face to face, Email</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of members of PPG: <i>5</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detail the gender mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;"><i>49</i></td> <td style="text-align: center;"><i>51</i></td> </tr> <tr> <td>PRG</td> <td style="text-align: center;"><i>40</i></td> <td style="text-align: center;"><i>60</i></td> </tr> </tbody> </table> | % | Male | Female | Practice | <i>49</i> | <i>51</i> | PRG | <i>40</i> | <i>60</i> | Detail of age mix of practice population and PPG: <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><i><16</i></th> <th style="width: 10%;"><i>17-24</i></th> <th style="width: 10%;"><i>25-34</i></th> <th style="width: 10%;"><i>35-44</i></th> <th style="width: 10%;"><i>45-54</i></th> <th style="width: 10%;"><i>55-64</i></th> <th style="width: 10%;"><i>65-74</i></th> <th style="width: 10%;"><i>> 75</i></th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;"><i>19</i></td> <td style="text-align: center;"><i>7</i></td> <td style="text-align: center;"><i>11</i></td> <td style="text-align: center;"><i>13</i></td> <td style="text-align: center;"><i>17</i></td> <td style="text-align: center;"><i>14</i></td> <td style="text-align: center;"><i>11</i></td> <td style="text-align: center;"><i>8</i></td> </tr> <tr> <td>PRG</td> <td style="text-align: center;"><i>0</i></td> <td style="text-align: center;"><i>0</i></td> <td style="text-align: center;"><i>20</i></td> <td style="text-align: center;"><i>40</i></td> <td style="text-align: center;"><i>20</i></td> <td style="text-align: center;"><i>0</i></td> <td style="text-align: center;"><i>20</i></td> <td style="text-align: center;"><i>0</i></td> </tr> </tbody> </table> | % | <i><16</i> | <i>17-24</i> | <i>25-34</i> | <i>35-44</i> | <i>45-54</i> | <i>55-64</i> | <i>65-74</i> | <i>> 75</i> | Practice | <i>19</i> | <i>7</i> | <i>11</i> | <i>13</i> | <i>17</i> | <i>14</i> | <i>11</i> | <i>8</i> | PRG | <i>0</i> | <i>0</i> | <i>20</i> | <i>40</i> | <i>20</i> | <i>0</i> | <i>20</i> | <i>0</i> |
| % | Male | Female | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice | <i>49</i> | <i>51</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PRG | <i>40</i> | <i>60</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| PRG | <i>0</i> | <i>0</i> | <i>20</i> | <i>40</i> | <i>20</i> | <i>0</i> | <i>20</i> | <i>0</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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 | 98 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| PRG | 100 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 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:

It is considered that the PPG is generally well representative of the 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? **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:

complaints, suggestions and results of local and national surveys.

How frequently were these reviewed with the PRG?

We hold an annual meeting with the PRG face to face. There is some email contact on an ad hoc basis.

Action plan priority areas and implementation

Priority area 1

Description of priority area: *proposed merger of the practice with Colne Valley Group Doctors.*

What actions were taken to address the priority? *PRG's comments, observations and suggestions to allay concerns in the community were addressed by the practice in order to reassure our patient community.*

Result of actions and impact on patients and carers (including how publicised): *patient leaflets, posters, newsletters and the website were all used to communicate the proposed changes; this has increased our patients' understanding of the future provision of GP services and eased their fears, resulting in a high level of support for the merger.*

Priority area 2

Description of priority area: *bringing care closer to home.*

What actions were taken to address the priority? *The background to this aim was fully explained and discussed with the PRG. Again, their comments, observations and suggestions were listened to and addressed, as these likely reflect how the wider patient population feels.*

Result of actions and impact on patients and carers (including how publicised): *many of these concerns have since been addressed via the newsletter. One of our PRG members also met with a member of the Colne Valley PRG to discuss how care will be delivered across the two surgeries after the merger.*

Priority area 3

Description of priority area: *Friends and Family Test*

What actions were taken to address the priority? *We asked the PRG to supply the second (local) question within this test.*

Result of actions and impact on patients and carers (including how publicised): *their suggestions were used to frame this second question. Answers to this question are used to influence practice development on an ongoing basis.*

Progress on previous years

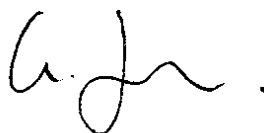
If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Over the four years of our involvement in this scheme, communication with patients has consistently been prioritised, to aid patient understanding of how the surgery works, including all the demands made on clinical staff. Our website and newsletters, amongst other routes of communication, have consistently provided answers to our patient questions as services have changed and developed. The PRG have been instrumental in pointing out the sort of questions asked and information needed by patients, and this regular input is invaluable. As budgetary constraints and increased demand have put pressure on availability of appointments and other services we have been able to explain the background and reasoning behind changes to the way we work. This has aided patient understanding of us and kept us focussed on how these changes potentially affect our patients. This in turn has strengthened the relationship between doctor and patient, in an otherwise pressured environment. Online services have been developed over the years in direct response to patient request, along with more flexibility in booking appointments ahead; additional services (psychology) have been brought into the practice; more self-care information for managing minor illnesses is available on our website and via the newsletter. A triage system has been implemented that works around patient commitments and feedback has been hugely positive. Continuing PRG involvement is now an integral part of surgery development.

3. PPG Sign Off

Report signed off by PPG: *YES*

Date of sign off: *25th March 2015*

A handwritten signature in black ink, appearing to be 'A. J.', followed by a period.

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? *Via email and one annual face to face meeting.*

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? *See explanation above.*

Do you have any other comments about the PPG or practice in relation to this area of work? *No*