

## Annex D: Standard Reporting Template

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

Practice Name: The Killingholme Surgery

Practice Code: B81648

Signed on behalf of practice:

*W. Elsom*

Date: 4-2-15

Signed on behalf of PPG:

*J. [Signature]*

Date: 4-2-15

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

Does the Practice have a PPG? YES												
Method of engagement with PPG: Face to face												
Number of members of PPG: 8												
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:							
%	Male	Female		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	607	612		Practice	244	128	129	135	213	179	126	65
PRG	4	4		PRG	-	-	-	1	-	-	4	3

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	1170	3	0	7	2	3	2	1
PRG	8							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	16	1			10					1
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:

**We have advertised both in the surgery and on prescription counterfoils – which we got a limited response to. Although our group is predominantly of the older age group, they all have younger persons in their families that are registered with us as a surgery i.e. children, grandchildren, nephews and nieces. This means these group members do represent other age groups as well as other groups in the community – 1 member is a carer for the elderly, 1 member is a carer for a mentally handicapped person, and 1 member is at work. 2 of our members deliver medications to the housebound members of the practice, giving them an opportunity to raise anything with the group; this is especially helpful as the members report back to the GP if there are any concerns with the person they are delivering to. Many of the members live in the outlying villages therefore representing the whole area.**

**We have a low ethnic population (46 patients/4%) in the surgery and currently have no member to represent this group however we are continually trying to address this issue but as yet no patient has shown an interest in joining 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:

1. Review of patient feedback

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

Patient survey  
Patient complaints  
Comments book in reception  
Friends and family test - once started

How frequently were these reviewed with the PRG? At each meeting anything that is raised is discussed

## 2. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>To ensure the GP surgery remained in the village in its current state. The locals were worried the surgery may close or be joined to another surgery and we would have reduced opening hours. It was important to have GP access to the local residents who are elderly.</p>
<p>What actions were taken to address the priority?</p> <p>The surgery and the services it offers have been advertised locally in parish newsletters – Killingholme news and Ulceby Parish Link. The local housing association has added the surgery details to the information it gives to new residents. We have employed a new GP initially salaried but he is now a partner to reassure the local residents that the surgery will be remaining in the village. We have had a sign made for the outside of the building to advertise the surgery as many residents who had moved into the village did not realise there was a GP surgery here. Information has also been put onto the website</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients have commented on the advertising they have seen and are happy there is an additional GP</p> <p>The patient list size is growing slowly and has increased by approximately 50 recently</p> <p>We continue to take on new patients and have advertised this on our website</p>

## Priority area 2

### Description of priority area:

To reduce the congestion in reception by reducing the amount of time patients need to spend there whilst waiting to order repeat prescriptions

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

We have instigated online prescription ordering

A prescription box has been made by a member of the PPG that is situated on the counter in reception and prescription counterfoils can be placed into the box

A door bell has been added to reception for use by the patients and/or receptionist to request the presence of a dispenser when necessary

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

Patients spend less time waiting in reception and congestion has been reduced

Online prescriptions have been slow to take of but this is because many of our patients do not have access to the internet

This has been publicised with a poster in the surgery and on the website

## Priority area 3

Description of priority area:

The patient participation group felt that they needed some direction and advice on what a group should be doing and how they can best support the surgery

What actions were taken to address the priority?

Contacted Ian Reekie at the CCG to see if he could help with this.  
Contact was made by our chairman with another PPG chairman and the consensus was that he felt the same

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

Chairman of the group attended a day for PPG chairpersons  
A education session for all the members was set up that all members attended  
This had led to the development of an induction pack which has not yet been finalised  
Chairpersons meetings to continue  
These have been fed back at PPG meetings and are in the minutes

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):

Our PPG started in October 2013 and therefore there are no previous issues raised

### 3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 04/02/2015

How has the practice engaged with the PPG:

Bimonthly meetings with the group, meets regularly with the chairperson of the group, Practice Manager makes herself available to discuss any matters arising with other members of the group

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

Members of the PPG deliver medications to the housebound; any issues raised can then be brought to the attention of the group. Any comments made can be left in reception for the attention of the PPG Chairperson or brought to the attention of the Practice Manager

Has the practice received patient and carer feedback from a variety of sources? Yes - survey, friends and family test, comments book

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes – discussed at meetings and minuted

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

Less waiting time in reception area, additional doctor and a variety of skills offered, stability in the surgery for the patients and staff

Do you have any other comments about the PPG or practice in relation to this area of work? PPG have attended workshops to improve their knowledge of what is required. Meetings are well attended. All members are volunteers.