

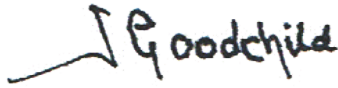
# Annex D: Standard Reporting Template

[Name] Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Lindley Group Practice

Practice Code: B85027

Signed on behalf of practice: L Conway      Date: 19.3.2015

Signed on behalf of PPG:       Date: 19.3.2015

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: E-mail and previous face to face meetings.																																					
Number of members of PPG: 16																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">4793</td> <td style="text-align: center;">5381</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">4</td> <td style="text-align: center;">12</td> </tr> </tbody> </table>	%	Male	Female	Practice	4793	5381	PRG	4	12	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">2073</td> <td style="text-align: center;">872</td> <td style="text-align: center;">1311</td> <td style="text-align: center;">1403</td> <td style="text-align: center;">1574</td> <td style="text-align: center;">1282</td> <td style="text-align: center;">915</td> <td style="text-align: center;">744</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2</td> <td style="text-align: center;">6</td> <td style="text-align: center;">4</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	2073	872	1311	1403	1574	1282	915	744	PRG	0	0	0	1	3	2	6	4
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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	8480	30		243	59	35	35	27
PRG	14	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	167	246	15	51	18	22	28	43		104
PRG	0	0	0	0	0	0	2	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:

New members to the group are actively sought through advertising on our website, practice leaflet and on our TV screen in the waiting area. The representation in other ethnic groups is low (there are only 2 black caribbean in the group) and in the younger age groups. I have personally approached members to join the group. It seems that the younger generation are not as keen to participate.

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

Lindley Group Practice has a very general practice list mix. We have a low prevalence of elderly patients. The logistics of the practice premises means we have a large number of working families because of our proximity to the motorway.

## 2. Review of patient feedback

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

Feedback has been in person from individuals from the group and by group e-mail to the Patient Reference Group.

How frequently were these reviewed with the PRG? Regular e-mail contact throughout the year.

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>New surgery premises. Lindley Group Practice is delivering primary care services from premises suitable for 3000 patients, we have a list size of 10,200. The practice list size increases consistently each quarter and there is significant housing developments occurring in the area which is adding more pressure to the services we provide. There has been previous engagement with PCT/NHS England and CHFT on several occasions over the last 15 years (the premises are leased from CHFT) in terms of a new build for Lindley Group Practice but these have failed due to lack of resources.</p>
<p>What actions were taken to address the priority?</p> <p>See above. Discussion has taken place with the Patient Reference Group and they are keen to support us in any way. We continue to push for re-engagement with NHS England and have put in a bid for some of the £1bn government funding for primary care infrastructure.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>We are awaiting the outcome of our application for funding. If our application is successful, group members will be invited to any meetings arranged. We hope to create a social media website on Facebook with a link enabling patients who wish to support us in our bid for new premises to voice their opinion to NHS England and also making the link available to all patients through wider advertisement..</p>

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Priority area 2
Description of priority area: On line access to full medical records.
What actions were taken to address the priority?  Every patient group member has been invited to register for on line access to their FULL medical record. The GP contract in 2015-16 states patients should be allowed access to their medical record summary, however Lindley Group Practice has piloted access to full medical record. Patients are required to provide photo ID and given documentation outlining the advantages and disadvantages of viewing their electronic record.
Result of actions and impact on patients and carers (including how publicised):  Empowers the patient, enabling them to see results/letters from hospitals/medication/consultations etc. This will improve access for the patient in terms of test results. Patients will be able to view their results and the comments GPs have made rather than having to contact the Practice.

### Priority area 3

Description of priority area: Change of telephone number for the practice. In response to many years of low satisfaction rate re access to the Practice on the telephone, in 2012 Lindley Group Practice introduced a new phone system with a queuing system. This involved an 0844 number which unfortunately for a significant number of patients incurred increased costs when phoning the surgery. This is because some patients telephone providers have significantly higher tariffs for calls to 0844 numbers. Whilst access has improved, patients remain disappointed with costs incurred phoning the surgery. We have also introduced a geographical number which is cheaper, however it is one line in only and is often engaged.

What actions were taken to address the priority?

We are in the process of approaching our current telephone provider with a view to providing the geographical number with a queue which will be cheaper to call than the 0844 number.

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

More cost efficient telephone access for patients.

#### 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):

2011-2012 – Two meetings with the group were held. Priorities were identified and discussed and following a patient survey in early 2012, the following were put in place:

1. A computerised self check in was purchased to enable patients to check in for their appointments, reducing queues at the reception desk.
2. Pre Book Appointments – appointments that can be booked in advance was increased from the current 4 weeks to 6 weeks improving patient access.

2013-2014 – One meeting was held in December 2013, and subsequent contact was made by group e-mail. The following areas were identified as priority and a patient survey was available late 2012-early 2013 to source further feedback from the wider population:

1. Lack of car parking - Patients expressed their concerns regarding the car park at Lindley Group Practice. Unfortunately the premises carparking is insufficient for the needs of the practice. This is due to the practice premises being 33% of the size it should be for a list size of 10,200. Further problems are added as the Practice is situated across from Huddersfield Royal Infirmary, we experience people abusing the practice car park for free hospital parking. Attempts are made to contain this by approaching people and ask to move or place notes on windscreens.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19.3.2015

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? Through wide advertising of our Patient Group, we encourage patients of all backgrounds to join.

Has the practice received patient and carer feedback from a variety of sources? E-mail and person

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? Improved access, quicker check in on arrival at the surgery, improved access to up to date practice news through the practice leaflet.

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



