

# Annex D: Standard Reporting Template

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

Practice Name: St Luke’s Surgery

Practice Code: B82076

Signed on behalf of practice: Leanne Ashton, Practice Manager

Date: 27/03/15

Signed on behalf of PPG: Marion Carr

Date:

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) Face to Face and email											
Number of members of PPG: 30											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	50	50	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	57	43	Practice	18	9	14.5	15.5	16	11	8	8
			PRG	0	10	0	3	27	20	20	20

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	64	0.2	0	7.5	0.2	0.1	0.2	0.3
PRG	80			13				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.3	0.1	0	0.4	0.9	0.5	0.1	0.2	0	
PRG										7

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:

The PRG was formed in 2011, when we recruited a group of patients by advertising via our Jayex call boards, notices in the surgery and in the practice newsletter. This year's PRG was made up of 30 members.

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:

*Action Plan of 2013 – 2014 Patient Survey*

*Patient consultation regarding proposed merger with neighbouring practice*

*Patient survey on Proactive Care Plans*

*Friends & Family Test*

*General patient comments from Suggestions Box*

How frequently were these reviewed with the PRG?

We held a meeting in October this year and also held an open morning in February for patients to come and discuss any questions they might have had regarding the proposed practice merger.

## Action plan priority areas and implementation

### Priority area 1

Description of priority area:

#### **Proposal to merge with neighbouring Practice**

What actions were taken to address the priority?

*Patient consultation which ran from October 2014 – March 2015*

*Our aim was to ensure that we would:*

- *Raise awareness.*
- *Give information.*
- *Opportunity to comment and feedback.*
- *Give information about how to register with alternative practice if plans go ahead.*
- *Feedback on results of engagement and decision-making process*

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

*Proposal was presented to members of the Spa Surgery & St Luke's Surgery's Patient Groups at the Autumn 2014 meetings. All members were supportive of the merger.*

*Discussed whether any requirement to write to ALL patients of both surgeries. NHS England had agreed there were no hard and fast rules or guidance and as there was no intention to close a branch, move, change staff or even change telephone number etc, It was agreed that this would not be an efficient use of resources. We agreed that we would therefore lengthen the period of consultation and use every opportunity to highlight the plan to merge via newsletter, website, noticeboard, LCD screens.*

*To date, over 1,000 copies of our newsletter outlining the proposal to merger and including a Q&A guide have been circulated. This includes details of how to raise questions, concerns and comments.*

*The newsletter and information on how to comment is also displayed on both Practice websites which can also be accessed via NHS Choices website.*

*An Open Day was held on Saturday 7th February which gave patients the opportunity to come and meet doctors and staff from both practices to discuss their roles and to find out more about the merger.*

*Overall we had responses from 30 patients; all except one of these were supportive of the merger. (This patient had moved from a large practice to St Luke's as he particularly wanted to be registered with a small practice so was disappointed to hear of the merger, he was advised of other local practices but has chosen to remain with the newly merged practice).*

*As soon as we have final agreement from NHS England and Scrutiny Committee, we will write to all households of St Luke's patients to inform them of the name change to Spa Surgery and to assure them that services will continue from Mowbray Square as usual.*

## Priority area 2

Description of priority area:

### **Development of Proactive Care Planning**

*We have taken part in the DES for Proactive Care Planning and this work was extended to 4% of patients as part of the contract between HaRD CCG & Yorkshire Health Network – we wanted to ensure that our patients were engaged with this process and sought their views on the quality of service through a patient survey*

What actions were taken to address the priority?

*Survey was sent to 100% of patients who had received a Care Plan (168 patients)*

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

*The following table shows results of the patient survey.*

*The results have been shared on our website and have been made available in our Reception area.*

<b>My GP has provided me with a written Care Plan:</b>		
	Yes	62
	No	5
<b>Total</b>		67
<b>Q1.I had the opportunity to discuss what was most important for me in 1. decisions about my care or treatment</b>		
	Strongly disagree	0
	Disagree	4
	Neither agree nor disagree	7
	Agree	49
	Strongly agree	16
<b>Total</b>		76
<b>Q2.I was involved as much as I wanted to be in decisions about my care or treatment</b>		
	Strongly disagree	0
	Disagree	1
	Neither agree nor disagree	14
	Agree	48
	Strongly agree	14
<b>Total</b>		77
<b>Q3. I was given sufficient information to help me to manage my health</b>		
	Strongly disagree	0
	Disagree	0
	Neither agree nor disagree	18
	Agree	48
	Strongly agree	11
<b>Total</b>		77

<b>Q4. I have had enough support from my health and social care team to help me to manage my health</b>	Strongly disagree	0
	Disagree	2
	Neither agree nor disagree	16
	Agree	47
	Strongly agree	12
<b>Total</b>		<b>77</b>
<b>Q5. The support and care I receive is joined-up and working for me</b>	Strongly disagree	0
	Disagree	3
	Neither agree nor disagree	19
	Agree	44
	Strongly agree	8
<b>Total</b>		<b>74</b>
<b>Q6. I am confident that I can manage my own health</b>	Strongly disagree	3
	Disagree	8
	Neither agree nor disagree	19
	Agree	40
	Strongly agree	6
<b>Total</b>		<b>76</b>

### Priority area 3

Description of priority area:

*Introduction of Friends & Family Test*

What actions were taken to address the priority?

*We discussed introduction of FFT with the Patient Group at our meeting in October. It was agreed that a useful second question would be: Can you tell us why you gave that response?*

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

*FFT introduced on 1 December – all positive responses to date. See below for table of comments*

**Friendly and Efficient Reception Staff. Doctors - especially Dr Hay, she really understood my issue and sorted me out!**

**Courtesy, efficiency, honesty. Totally Excellent, thank you**

**Excellent Service and Care**

**Drs are always fantastic and Dr Scott is always very thorough with treatment for myself and my daughter**

**This Drs practice has always offered an excellent service to myself, 4 children and 2 grandchildren. Always been able to get an appointment and understanding of problems with excellent advice.**

**Everyone is friendly, but efficient and I have been with the same practice for over 40 years so it must be good.**

**Because we are extremely satisfied with the GPs**

**Happy with the service I receive**

**Because I always receive a really good service from here from everyone.**

**Knowledge of me as a person. Attentive and mega efficient**

**Excellent service on every level**

**Pleasant visit and friendly service**

**Because the staff are always kind and helpful**

**Everyone here is so friendly and Doctors and nurses are wonderful, including Receptionists and Andy, so good at taking blood.**

**St Lukes surgery is a very good practice, the nurses are very kind and helpful and the staff are kind and helpful at all times. Also the Doctors are very kind and helpful in every way.**

I have been at the practice for many years, all of my family are registered here and we have always received excellent, caring service. If we have needed an on the day appointment they have always put us in contact with the relevant medical practitioner and we have received the appropriate advice or been seen by the Doctor on that day.

Fantastic Surgery. Great Doctors and staff. Always able to get an appointment for my children on the same day. Lovely bright, clean surgery. Reception staff are very helpful and patient.

Excellent Care given to all members of family. Very understanding.

The practice is excellent. The doctors are amazing and so too are the Reception staff.

Excellent Treatment, friendly reassuring, competent

Always efficient and helpful

Always friendly, always efficient 10/10

I have been registered with this practice for 44 years, ever since I was born and I have seen so many changes. In all this time I have never been able to fault anything at all. The care and professionalism by all the staff are excellent! All the GPs here are wonderful, especially Dr Sian Greenwood, my own GP. The Reception staff are always accommodating and have always been helpful too; especially Angie and Brenda.

St Lukes is a caring practice with Doctors, Nurses and Receptionists that are kind and helpful. I feel that people are listened to here and doctors do try to help. Dr Greenwood is my regular Dr and she is really kind. My experiences of Dr Hay, Dr Scott and Dr Handley are also very positive. All of the Drs here are patient focused and want to help. This has been the best surgery I have been with. (Had York and Durham Drs too as I was at Uni there)

Sometimes I find it difficult to get an appointment, but when I've spoken to the Doctor on the phone they will see me if need be. I find all the staff lovely.

Because I have been to a lot of surgeries in life. This one is best.

Very welcoming environment, Very busy staff working to make service as positive as possible, very easy to speak to Doctors. Only negative thought is difficulty in getting appointments.

**Drs at St Lukes are good**

**Very good Practice**

**Find the practice helpful and do their best to get an appointment for you. Used this practice for years and feel confident and happy to stay with the practice. Well done.**

**I always get an appointment within a few days. The staff are friendly and helpful.**

**Excellent practice and supportive ++ with my breast cancer diagnosis**

**Pleasant staff both on Reception and Doctors. Quick service at Pharmacy.**

**Sometimes struggle to get an appointment for a couple of weeks but generally works OK. Online service excellent.**

## 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 results of the survey for the previous year showed a significant improvement of patient's awareness of our additional services. The one area that provoked discussion and was possibly an area that could be investigated for improving was the parking at the practice.

Many comments given by the patients were based around the times that the car park was busy and it was felt that this reflected the common times that all four practices in the building held their clinics. For example the majority of morning clinics start between 8am and 8.30am.

This has now been taken into consideration when developing the new appointment system for the merged practice and we are hoping to stagger the start times of clinics throughout the morning.

3. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

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?