

**NHS England – North (Yorkshire & Humber) Area Team**  
**2014/15 Patient Participation Enhanced Service – Reporting Template**

Practice Name: **Fountain Medical Centre, Morley**

Practice Code: **B8067**

Signed on behalf of practice:

Date: 9<sup>th</sup> February 2015

Karen Jones – Practice Manager

Signed on behalf of PPG:

Date: 9<sup>th</sup> February 2015

Gerry Corfield – Group member

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

<p>Does the Practice have a PPG? <b>YES – the group has been running since October 2011.</b>  <b>Mission Statement: Patients, Carers and Staff working together to develop and improve the practice.</b></p>																																					
<p>Method of engagement with PPG: <b>Face to face in quarterly group meetings and by email to virtual panel members</b></p>																																					
<p>Number of members of PPG: <b>Group members X 8 Virtual panel members X 50</b></p>																																					
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Detail the ethnic background of your practice population and PRG: **Details recorded where known – unstated by some of the patient base**

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	9971	75	0	333	34	16	28	24
PRG	55	1	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	234	33	3	67	33	32	7	8	0	0
PRG					1		1			

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:

**When the PRG was launched the practice actively worked to promote it and encourage a variety of patients to participate. Full details regarding this are contained in the PRG Report dated 8<sup>th</sup> March 2012.**

**We continue to actively promote the PRG and seek additional members. We are however finding that most patients prefer to be part of our PRG Virtual Panel.**

To ensure that all our patient base continue to be given an opportunity to join the PRG the practice promotes it in the following ways:

- A **notice board display** in the main waiting area.
- A **Patient information sheet** – which is displayed in the waiting area and in the Patient Information Folders.
- A section in our **Practice Leaflet**.
- Regular articles in the quarterly **Patient Newsletter** 'FMC News'.
- Information displayed on the **Practice Website**.
- Verbally by **staff members** when appropriate (we have recruited several members over the past year that have been identified by GPs during consultations).
- **Invitation Forms** are readily available from the reception desk.
- Invitation **posted out to Young People with the annual GP Patient Survey forms**. (5 returned to be virtual panel members in January 2015).

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:

- A. Local GP Practice Patient Survey**
- B. Family & Friends test (FFT) results**
- C. Patient Suggestion / Complaints forms**
- D. Various feedback from PRG members**

How frequently were these reviewed with the PRG?

- A. Annual survey carried out in January 2015. PRG members agreed survey questions and reviewed results in Feb 15.**
- B. FFT only commenced at the practice in December 2014. Feedback was reviewed in the February 2015 meeting.**
- C. Suggestion / Complaints forms when applicable (e.g. car park issues)**
- D. PRG feedback when applicable (e.g. new handout for students / cancer literature to go on display for child & teenage patients)**

### 3. Action plan priority areas and implementation

Please refer to our separate 9 page Patient Involvement Action Plan for priority areas and progress made. We will continue to update this plan which was introduced at the launch of the group in 2011.

### 4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **9<sup>th</sup> February 2015**

How has the practice engaged with the PPG:

- **At least quarterly contact with members – often more frequently than this.**
- **Minutes taken at all group meetings which are circulated to all PRG members and displayed for all patients to view (on website and in waiting area)**

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

**See information in section 2 above.**

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

**YES – see section 2 above.**

Was the PPG involved in the agreement of priority areas and the resulting action plan?

**YES – actively involved. Refer to meeting minutes for further information.**

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

**Please refer to the Patient Involvement Action Plan for full details.**

**Some examples: active promotion of Patient on-line services / Increased opening hours / Launch of new practice website / New early diagnosis of cancer protocols, literature and regular promotion / SMS text appointments reminders / new mjog system introduced / new safety signs and monitoring re the car park issues etc.**

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

**Our PRG members are enthusiastic and dedicated to working with staff to make improvements at the practice. Both staff and PRG members look forward to continuing with this work over the coming year.**