

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

Practice Name: [Bankfield Surgery](#)

Practice Code: [B84016](#)

Signed on behalf of practice: [v Taylor](#)

Date: [24 March 2015](#)

Signed on behalf of PPG:

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																																					
Number of members of PPG: Nine																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 35%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">66.3%</td> <td style="text-align: center;">70.1%</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0.08%</td> <td style="text-align: center;">0.06%</td> </tr> </tbody> </table>	%	Male	Female	Practice	66.3%	70.1%	PRG	0.08%	0.06%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><u><16</u></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%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">28%</td> <td style="text-align: center;">12%</td> <td style="text-align: center;">18%</td> <td style="text-align: center;">17.6%</td> <td style="text-align: center;">21%</td> <td style="text-align: center;">15.7%</td> <td style="text-align: center;">12.9%</td> <td style="text-align: center;">10%</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td style="text-align: center;">0.09%</td> <td></td> <td style="text-align: center;">0.2%</td> <td style="text-align: center;">0.1%</td> <td style="text-align: center;">0.3%</td> <td style="text-align: center;">0.1%</td> </tr> </tbody> </table>	%	<u><16</u>	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	28%	12%	18%	17.6%	21%	15.7%	12.9%	10%	PRG			0.09%		0.2%	0.1%	0.3%	0.1%
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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	90%	2.3%		2%	0.6%	0.1%	0.2%	0.2%
PRG	100%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.4%	2.1%		0.2%	0.4%	0.1%	0.2%	0.2%		0.2%
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:

- Posters and leaflets have been in the waiting room and on the website
- Staff also suggest patients who they think may be suitable for the PPG
- A letter to local schools was sent on behalf of all Practices in the Calderdale area to try and reach our younger patients
- Meeting with Voluntary Action Calderdale (VAC)

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:

- We have only recently set up our PPG and had one meeting; during this time communication was via email

How frequently were these reviewed with the PRG?

- To be reviewed at our next meeting

3. Action plan priority areas and implementation
 - An Action Plan has not yet been agreed

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):

N/A

4. PPG Sign Off

Report signed off by PPG: **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?

- This is the first year Bankfield has had a PPG under the current scheme, promotional leaflets and posters were displayed in the waiting room for quite some time, they were also on our website.
- Meeting with VAC

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

- F&FT
- National Survey
- NHS Choices
- Complaints/Suggestions

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

- Not yet agreed any

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

- N/A

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