





## Patient Engagement Local Improvement Scheme – Annual Report 2018

Submissions dates: 31<sup>st</sup> March 2018

Practice Name: Bilton Medical Centre Name of Patient Engagement Lead: Zara Bashir

<p><b>Part 1: Patient Participation Group (PPG):</b>  <i>Please note: This now a contractual requirement and practices will be required to declare in the annual electronic practice self-declaration (eDEC) that they have fulfilled the requirements. Please see attached documentation for further information or go to this <a href="#">link</a> (see pages 23-27 for GMS practices and for PMS practice, please go to this <a href="#">link</a> (pages 207-208).</i></p>	
<p><b>1.1 Does your practice now have a PPG?</b>  <i>If you have answered no, please attach your action plan for setting one up. This should include who is leading on this within the practice and timescales.</i></p>	<p><b>Yes</b></p>
<p><b>1.2 Please provide evidence of your PPG.</b>          This should include</p> <ul style="list-style-type: none"> <li>• Terms of Reference,</li> <li>• Brief outline of your membership, roles and responsibilities.</li> <li>• Minutes of meetings uploaded to practice website</li> </ul>	<p><b>Please attach a copy of your Terms of Reference</b></p> <p> PPG population.docx</p> <p>   PPG Meeting 01.02.18.doc    PPG meeting 11.01.18.doc    PPG meeting 27.12.17.docx</p>

<p><b>1.3 How often do they meet?</b></p>	<p><b>Monthly</b></p> <p>In our PPG at Bilton Medical Centre we have a group of patients who attend meetings every 1-3 months to discuss improvements or to put forward any suggestions, comments, concerns or complaints about the practice. The aim is to provide a patient networking session and also discuss self care, community events and practice visions and values and ideas for improvement. The Practice PPG also holds 1 to 1 sessions with patients as not every patient can attend the set time for the group sessions that are held. All patients are kept informed virtually of any changes or upcoming events.</p> <p>The Practice Manager and the Healthcare team are also involved in supporting the PPG lead in carrying out promotional work for the Practice and full team efforts are made in engaging with the Patients whether that is within the Practice or outreach work.</p>
<p><b>1.4 What are your mechanisms for obtaining patient/practice feedback and how have you used these to make changes?</b> <i>For example Newsletter, NHS Choices, Website, Questionnaires, Events, FFT, Notice boards, Coffee Mornings, Comments box, Campaigns, Complaints, Verbal, Surveys, Events, Posters etc.</i></p>	<p><b>Please attach/include examples of each type of feedback in this report.</b></p> <p>Newsletter ✓ Questionnaires ✓ Events ✓ FFT ✓ Notice Boards ✓ Active PPG ✓ Comments Box ✓</p> <p>The normal process is collecting data through FFT, Comments Box and NHS Choices. In addition to this the Practice has connected with patients and the community through various other mechanisms such as Internal Surveys, Visiting Children Centres, Self- care events where surveys were carried out.</p> <p>The Practice keeps the patients notified through posters, SMS messaging, Patient Networking sessions &amp; events held in surgery. The Practice manager also has a drop in session for comments and complaints once a week on Tuesday mornings and an email address is made available so patients can email in directly to a senior member of staff.</p> <p>Here are some of the examples of questionnaires that are given to patients.</p> <p>1) Newsletters - Winter &amp; Spring 2018</p>



Winter  
newsletters.docx



Spring  
newsletters.docx

2) Questionnaires  
Improving the practice & Patient national survey



Improving the  
practice questionnaire.



Questionare  
2018.doc

3) Events  
Texts PPG Meetings  
Bowel Screening



Text message ppg  
Decemeber 2017.doc



Bowel Cancer text  
message.doc

4) FFTs













FFT.doc

5) Notice board



PPG noticeboard.JPG

Network meeting recent February 2018

	 <p>Patient Network Meeting Febuary 201</p> <p>6) Active PPG Last 3 meetings</p>  <p>PPG Meeting 01.02.18.doc</p>  <p>PPG meeting 11.01.18.doc</p>  <p>PPG meeting 27.12.17.docx</p> <p>7) Picture of comment box</p>  <p>comments box.JPG</p>
<p>1.5 <b>How have you ensured that your PPG is representative of your practice population?</b> <i>If the answer is No – please give reasons and explain how the practice mitigates this.</i></p>	<p><b>Please give examples on how you achieved this below.</b></p>  <p>GP LACO.docx</p>  <p>Self care poster November 2017.jpg</p>  <p>Bilton PPG.docx</p>  <p>PPG population.docx</p>  <p>Copy of Selfcare Event - Nov 17.xlsx</p>
<p>1.6 <b>How have you sought and analysed the views of patients</b></p>	<p>The way in which we ensure that our PPG represents the practice population is by encouraging all backgrounds to join our PPG Group. We share information via SMS to all backgrounds, genders and ethnicities.</p>

**and carers registered at your practice?**

*Please describe what mechanisms were used to seek these views (i.e. grass root, patient's survey, PPG) and how this was analysed to identify any actions.*

**Please note that the carers may not be registered with your practice**

Our PPG is made up of different ages, genders and ethnicities



PPG population.docx

In our practice we also give letters and questionnaires which are aimed at all patients with different ethnic backgrounds, with sections in the questionnaire to outline their own ethnicities.

Zara our PPG Lead attended the self-care events as well as PPG Network meetings. This also gave her opportunity to speak with people from many different backgrounds.

We also have different posters and leaflets in the waiting areas for patients to take home. Many of these leaflets are translated into different languages better for patients to understand. See below for example of NHS111 poster which was sourced in Polish and Urdu and information for Carer's support.



Pictures April 2.JPG

See below for poster displayed in waiting areas regarding the Practice Manager Concerns/Comments/Complaints drop in session.



Comments & complaints DROP IN S

These leaflets contain information about:

- Vitamins for women
- Cytology Screening
- Postnatal depression
- Breastfeeding
- Flu










Picture of leaflet.jpg



Translation leaflet 1.JPG









Translation leaflet 2.JPG

	<ul style="list-style-type: none"> <li>• Healthy eating</li> <li>• Peer talk</li> <li>• Diabetic care</li> </ul>  <p>Translation leaflet 3.JPG</p>						
<p>1.7 Please provide evidence of how the changes in 1.6 have been implemented and how these were communicated to your registered patients and carers? <i>Include action plans, feedback and 'You said, we did'</i></p>	<p><b>'You said, we did' template attached for practice use</b></p>  <p>You said We did Template (3).docx</p>  <p>walk in session survey.docx</p>  <p>Action steps.docx</p>  <p>image healthy eating 1.JPG</p>  <p>image healthy eating 2.JPG</p>  <table border="1"> <tr> <td>Registered for Online services</td> <td>1066 19.0 %</td> <td>05 Mar 2018 14:53</td> </tr> <tr> <td>Online Repeat medication</td> <td>1499 26.7 %</td> <td>05 Mar 2018 14:54</td> </tr> </table>	Registered for Online services	1066 19.0 %	05 Mar 2018 14:53	Online Repeat medication	1499 26.7 %	05 Mar 2018 14:54
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**Part 2: Patient Engagement Lead Programme:**

<p>2.1 Our evaluation of the previous year's reports highlights that where PEL's have worked collaboratively with other practices, the PEL's have been the most effective. <i>Please describe how you have worked collaboratively with other practices and engagement leads. Please attach evidence</i></p>	<p><b>Attendance of group networks</b>    <b>Contact Leads</b> <input type="checkbox"/>    <b>Intranet</b> <input type="checkbox"/>    <b>Other</b> <input type="checkbox"/></p> <p>Attendance of group networks ✓    Contact Leads ✓    Intranet <input type="checkbox"/>    Other <input type="checkbox"/></p> <p>Since April 2017 Zara has attended 6 Patient Network Meetings. These were held at:</p> <p>Margaret McMillan Towers Mind the Gap</p>
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	<p>Mind the Gap Kala Sangam Carlisle Business Centre Carlisle Business Centre <u>Contact leads</u></p> <p>At these meetings she had the opportunity of engaging and networking with other Patient engagement leads.</p>
<p><b>2.2 Please provide details of attendance and any actions from Patient Participation workshops/meetings, Patient Network Meetings, PEL meetings, Local health and well-being Hubs or events.</b> <i>As a minimum all PEL's will be required to attend 4 out of 5 Patient Network meetings per year.</i></p>	<p><b>Please include name of meeting and dates of attendance</b></p> <p style="text-align: center;"><u>Patient Network Attendance Conformation</u></p> <p style="text-align: center;"> Joint Patient network meeting - 20th July - Margaret McMillan Tower.msg</p> <p style="text-align: center;"> Patient Network Meeting - 5th and 6th April - Poster.msg</p> <p style="text-align: center;"> Patient Network Meeting - 14th and 15th June - Poster + Updated meetings Calendar.msg</p> <p style="text-align: center;"> Patient Network Meeting 8th November 2017.msg</p> <p style="text-align: center;"> Patient Network Meetings - 6th and 7th September - Agenda + Poster.msg</p> <p style="text-align: center;"> Patient Network Meetings - 7th and 8th February - Poster.msg</p> <p>We also put Patient Network Meeting posters in the surgery to encourage patients to attend with us.</p>

-  Patient Network Event November 2017
-  Patient Network Meeting April 2017
-  Patient Network Meeting February 2017
-  Patient Network Meeting June 2017
-  Patient Network Meeting September 2017

Contact leads



Shadowing a PEL - request.msg

Outside events

Email confirmations of outside events



CCG AGMs - 2017.msg



FW City Clinical Forum meeting on 18th May re Access & Demand plans (Dubrovnik Hotel) .msg



FW Extraordinary City CCF - Date for your diary 31 8 2017 .msg



FW Self Care Training 21st April.msg



FW Well Bradford crowd-sourcing workshop 26 April.msg



Girlington Street Party 6th July.msg








Improve Out of Hospital Care - Invitation 3rd may.msg



PPG leads and practice champions discussion at GP quality group 23rd june.msg



	<div style="text-align: center;">               RE Self-Care Event 15 11 2017.msg   <u>Posters of external events displayed in waiting area.</u> </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">               Crowdsourcing Event ticket 26th April.pdf         </div> <div style="text-align: center;">               Out of hospital event 3rd May.docx         </div> <div style="text-align: center;">               Self care poster November 2017.jpg         </div> <div style="text-align: center;">               Pictures April 4.JPG         </div> </div>
<p><b>2.3 Please describe how you have taken on self-care signposting (including Community Connectors) duties to promote self-care management to patients within your practice: Promotions should be in line with the CCG strategic priorities and could include:</b></p> <ul style="list-style-type: none"> <li>● Cancer Screening (breast, bowel and cervical)</li> <li>● Diabetes</li> <li>● Community Connectors</li> <li>● Self-care week</li> <li>● GP Survey/improving patient experience</li> <li>● Mental Health</li> </ul>	<p>The way in which the surgery has promoted self-care to our patients is by sending out texts about attending self-care week. We also gave flyers out to local communities in Girdlington asking them to attend the self-care event in the Girdlington community centre.</p> <p>Other programs and events in comparison to self-care week are:</p> <ul style="list-style-type: none"> <li>● Bowel Screening programme- Rachel from Cancer Research came in to speak to patients in our surgery about bowel screening</li> <li>● Patients were given leaflets on cytology and bowel screening to promote the importance of each</li> <li>● Attended 3 Self-care events: Primary school, St Edmunds street party, Girdlington community centre.</li> <li>● All our Patients on the Mental Health QOF have been reviewed in addition to this the Practice has screened 56/68 significant menta patients.</li> <li>● We are also a Pilot Practice for the new Social Prescribing Project and are working closely with HALE to reduce social Isolation and improve patient Health and Wellbeing.</li> <li>● Bowel screening programme event held in the waiting area where the importance of screening was informed to patients to raise awareness.</li> </ul>

- Signpost training

We also spoke to patients about what self-care is and how they can use self-care in their everyday life. Healthy eating has been promoted to patients via our surgery leaflets and booklets on how to eat healthy and keep fit were placed in the waiting areas and in the consultant's rooms. Diet and lifestyle advice is given to patients from the health care assistant for patients who are at risk of diabetes or are diabetic. See below for leaflets



Promoting Self-care in Schools

We attended the open nursery at Abbey Grange Primary to speak to parents about: Child flu vaccinations- the nasal spray, why this is important and the benefits of having this done. Many parents refused for their child to be given the nasal spray as it contains porcine. We explained regardless of the contents of the spray it is vital for their children to be given the spray to protect them against flu.




Flu injections- we explained the importance of having the flu jab and how this can protect those who have a weakened immune system such as those over 60, those with diabetes or asthma




Antibiotic resistance- we explained the disadvantages of patients taking antibiotics and the risk of becoming antibiotic resistance.

Cytology screening- many of the mothers we spoke to did not see the importance of having a smear test done, we then gave out leaflets which explained the importance of cytology screening & how this will benefit them.

Baby weaning and breast feeding- we also spoke to those mothers finding it difficult to breast feed and those who are weaning their children onto solid foods. We informed them of weekly health visitors clinics at the practice where they can attend for advice and speak to other mothers too.

Postnatal depression- we also spoke to those who are new to parenthood and handed out leaflets about postnatal depression. Those who are experiencing or have experienced

	<p>postnatal depression found this very useful Self-care- we also promoted self-care which most of the parents found very helpful, we explained how simple coughs and colds can be dealt with through medication given at the pharmacy and how this would space up more of the doctors time. We attended the nursery during safeguarding week 9<sup>th</sup> -13<sup>th</sup> October , in addition to this we also handed out some resources regarding safeguarding in both adults &amp; children. We also explained to parents the importance of safeguarding and if they are aware of any safeguarding concerns of a child or adult they know, to report it straight away to the safeguarding helpline.</p>
<p><b>2.4 How have you promoted good practice in your PPG? This can include holding events to discuss good practice.</b></p>	<p>The way in which we have promoted good practice in our surgery is the events and programs we hold.</p> <ul style="list-style-type: none"> <li>➤ We work in collaboration with other organisations.</li> <li>➤ Hold coffee mornings to engage patients whilst supporting charitable organisations such as Macmillan cancer.</li> <li>➤ Hold Self-care Events with other GP surgeries covering a wider area.</li> <li>➤ Outreach work ( Visiting Schools)</li> <li>➤ Keep our patients informed via leaflets of events, text messages, verbally, posters. (Examples already provided above). We also promote any external events that take place in our local community. There are often posters that are put up in the waiting rooms for patients to see and take part in.</li> </ul> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div style="text-align: center;">               Well Bradford Project Design Workshop.jpg         </div> <div style="text-align: center;">               Community Consultation event 1!         </div> <div style="text-align: center;">               GRANTS INFO WORKSHOP JPEG.jpg         </div> </div>
<p><b>2.5 Besides the Practice Patient Engagement (PEL) Lead, who else supports the work of the PPG and practice engagement?</b></p>	<p>The whole Practice has a role to play, from reception staff to GP's. Reception staff encourages patients at front line to join a PPG Group – GP's have PPG forms available in their consulting rooms. The Practice Manager is the overall driver. The Healthcare team assist in delivering health care messages and testing of patients at</p>

	<p>organised events. Our health care assistants are often the centre of many of the self-care events we attend to, they are in charge of the blood pressure checking and the diabetic testing for patients.</p>
<p><b>2.6 Please provide details of how you have established the most appropriate engagement routes, eg:</b></p> <ul style="list-style-type: none"> <li>• <i>Children Centres and parent fora, VCS organisations</i></li> <li>• <i>Innovative ways to engage with patients (eg engagement clinics and drop- in sessions)</i></li> <li>• <i>Develop practice health champions (volunteering ethos)</i></li> <li>• <i>Make practice building space available for VCS/community groups to hold events</i></li> </ul>	<p>We are currently liaising with a support worker for HALE on a health promotion project which is being rolled out across the Bradford District. The project is funded by the British Heart Foundation and Bradford Clinical Commissioning Group. Our aim is to test the public for high blood pressure in a variety of settings from community to clinical venues. We want to identify and prevent hypertension across the Bradford District by providing blood pressure tests and advice on leading a healthier lifestyle. See email below</p> <p style="text-align: center;"></p> <p style="text-align: center;">RE Hypertension Outreach at Bilton Medical Centre.msg</p> <p>The Practice manager also has a drop in session for comments and complaints once a week on Tuesday mornings and an email address is made available so patients can email in directly to a senior member of staff.</p> <p style="text-align: center;"> </p> <p style="text-align: center;">Comments &amp; complaints DROP IN S    Pictures April 6.JPG</p> <p>We have patient privacy and dignity posters up which inform patients they can speak to a member of staff in confidence about any sensitive issue should they wish. Coffee mornings have been promoted for a chance for young mothers and families to liaise with one another and our health visitors.</p>
<p><b>2.7 Describe how you have shared capacity and resource to support strategic programme partnerships and task and finish groups.</b> <i>For example maternity partnership, access task and finish group, etc).</i></p>	<p>Midwife meetings Regular Gold standard framework meetings Regular practice meetings</p>
<p><b>Additional information</b></p>	<p>Our Practice is continuously looking for innovative ways to improve our engagement with the community. We understand that table top discussions with the patients are a</p>

<b>Please provide any relevant information that supports the engagement work that takes place at your practice.</b>	thing of the past and placing yourself at the heart of the community rather than the other way round works (Self-care events a huge success) We have been tirelessly working towards our Practice targets to ensure we continuously improve the health and wellbeing of our patients. We actively engage with other organisations to deliver health messages that matter to the community.
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Signature of Practice engagement lead: \_\_\_\_\_ Z.BASHIR \_\_\_\_\_

Signature of Practice manager or authorised member of staff for PEL Scheme: \_\_\_\_\_ N.RASHID / TAHIRA AZIZ \_\_\_\_\_

**SUBMISSION:** Please submit final reports to Sue Wilby (primary care contracts manager), [sue.wilby2@bradford.nhs.uk](mailto:sue.wilby2@bradford.nhs.uk) and cc: Saeed Khan (experience and engagement officer) [Saeed.Khan2@bradford.nhs.uk](mailto:Saeed.Khan2@bradford.nhs.uk)