

## Patient Engagement Local Improvement Scheme – Annual Report 2019

Submissions dates: 31<sup>st</sup> March 2020 ☐


Practice Name: .....Bilton Medical Centre..... Name of Patient Engagement Lead: Aishah Hanif.....

### Part 1: Patient Participation Group (PPG):

*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 [link](#) (see pages 23-27 for GMS practices and for PMS practice, please go to this [link](#) (pages 207-208).*

<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>Yes ✓</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>We have a group of patients who attend regular meetings to discuss improvements or to put forward any complaints about the service in which they receive. The Practice PPG also holds a 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>Terms of reference Minutes of meetings are uploaded to our website</p>

1.3 How often do they meet?	✓ Meeting dates once a month
1.4 What are your mechanisms for obtaining patient/practice feedback and how have you used these to make changes? <i>For example Newsletter, NHS Choices, Website, Questionnaires, Events, FFT, Notice boards, Coffee Mornings, Comments box, Campaigns, Complaints, Verbal, Surveys, Events, Posters etc.</i>	Newsletter, NHS Choices, Events, FFT, Notice Boards, In-house patient surveys, Coffee Mornings, Active PPG, Comments box, Complaints, Themes and Trends, Complaints drop in sessions, verbal, Questionnaires,
1.5 How have you ensured that your PPG is representative of your practice population? <i>If the answer is No – please give reasons and explain how the practice mitigates this.</i>	We encourage all our patients from every background to be part of the PPG. We actively encourage patients to sign up at reception- PPG membership form is always available for the patient to complete and be signed up the group. Our PPG is made up of different ages, gender and ethnicities.
1.6 How have you sought and analysed the views of patients and carers registered at your practice? <i>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.</i> <b>Please note that the carers may not be registered with your practice</b>	Text's and letters sent out to registered carers. We also actively identify new carers through discussions with patients and also encourage carers to register with us so that help can be identified and provided. Currently achieved the 2% target (2.2% carers coded)

<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>'You said, we did' template attached for practice use</p> <div data-bbox="848 330 1008 446">   You said We did 2019.docx </div>
<p><b>Part 2: Patient Engagement Lead Programme:</b></p>	
<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>Attendance of group networks <input type="checkbox"/> Contact Leads <input type="checkbox"/> Intranet <input type="checkbox"/> Other <input type="checkbox"/></p> <p>Self-Care Events at the Girlington Community Centre – Huge success working in collaboration</p>
<p>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></b></p>	<p>Please include name of meeting and dates of attendance</p> <p>Saeed Khan has the dates – Requested via E-mail no response received was unable to populate the dates for 2 members of PPG.</p>
<p>2.3 Please describe how you have taken on self-care signposting (including Community Connectors)</p>	<p>In house Social Prescriber Closely working with the Bowel Screening Team /Breast and Bowel screening</p>

<p><b>duties to promote self-care management to patients within your practice:</b> <i>Promotions should be in line with the CCG strategic priorities and could include:</i></p> <ul style="list-style-type: none"> <li>• <i>Cancer Screening (breast, bowel and cervical)</i></li> <li>• <i>Diabetes</i></li> <li>• <i>Community Connectors</i></li> <li>• <i>Self-care week</i></li> <li>• <i>GP Survey/improving patient experience</i></li> <li>• <i>Mental Health</i></li> </ul>	<p>learning event at the Practice for Staff and patients.  <b>Delivered the Self-care event in November at the Girlington Community Centre</b>  <b>Internal Surveys run</b>  <b>Working on reviewing all our SMI Patients increased Practice Prevalence.</b>  <b>Increased Prevalence for LD Patients</b>  <b>Achieved the Cytology Targets CS005 and CS5006</b></p>
<p><b>2.4 How have you promoted good practice in your PPG?</b>  <b>This can include holding events to discuss good practice.</b></p>	<p>Fun Days,  Coffee Mornings  Self-Care Events  PPG Meetings  Internal Surveys.</p>
<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 team</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> </ul>	<p>Drop in sessions on Tuesday mornings for mums and babies to have a coffee and a chat  Directing patients to appropriate services</p>

<ul style="list-style-type: none"> <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>Internal information tables Involving in Dementia ideas and creating simple designs</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>We have a buddy Practice and if we need to share resources we do so I case of any emergencies.</p>
<p><b>Additional information</b></p> <p><b>Please provide any relevant information that supports the engagement work that takes place at your practice.</b></p>	<p>Engagement work internally to increase the NHS website ratings, Promoting of the NHS App, Promoting the E-consults – PEL was having waiting room discussions with patients to ensure patients can get information from Grass roots rather than through a text message or letter.</p> <p>Regular in house events</p>

**Note – Please ensure that original signatures are obtained; scanned or typed signatures cannot be accepted due to audit purposes.**

Signature of Practice engagement lead: \_\_\_\_\_

Signature of Practice manager or authorised member of staff for PEL Scheme: \_\_\_\_\_

**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)