

BRADFORD STUDENT HEALTH SERVICE
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Bradford Student Health Service

Practice Code: B83051

Signed on behalf of practice: Elaine Shaw

Date: 26 March 2015

Signed on behalf of PPG: R. Cullen

Date: 30 March 2015

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

Does the Practice have a PPG? YES											
Method of engagement with PPG: Twitter, Face to face, Newsletter, Website, Members attendance at CCG Events, Members attendance at University of Bradford events.											
Number of members of PPG: Approx 100+											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female									
Practice	62.7	37.3	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	29.21	70.79	Practice	5.4	47.6	35.7	9.4	1.6	0.3	0.1	0
			PRG	0	67.03	24.18	4.40	3.30	0.00	1.10	0.00

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	14.6	0	0	18.2				2.3
PRG	45.05							6.59

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	5.9	8.5	0.2	9.4	9.3	12.4	0.2		0.8	9.5
PRG	26.37			4.40		17.58				

Please note that PRG % are taken from the results of our most recent survey and may not be entirely reflective of our total PRG which is difficult to determine in a virtual group – ethnicity % are reflective of whole groups i.e. Asian/Asian British 26.37% is the group as a whole and not specifically Indian

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:

- Promoting the Group and membership details on our website
- Regular 'Tweets' via Twitter
- Posters displayed in the Surgery
- Promotion on our patient call board in the waiting room
- Promotion by doctors in their consultations
- Personal patient invitation (complainants, patients with suggestions & patients that were from ethnic groups that were shown to be under represented in survey results)
- Promotion from existing members of the Group spreading the word and encouraging other patients to join
- Networking with different University societies.
- Participating in local health engagement events in collaboration with the Bradford City CCG which provides the opportunity to engage with a wider patient population
- Participating in local engagement events in collaboration with the University of Bradford

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? YES/NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

Our non student population continues to increase year on year. We code non students on registration so this group of patients should be included in the PPG and we intend to address this in the future. We are seeking to actively encourage non student membership of the PPG where possible and invite them to join on registration.

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- Friends and Family Test
- Patient Survey
- NHS Choices comments
- Practice website
- Complaints
- Feedback/comments to staff members
- Suggestions box

How frequently were these reviewed with the PRG?

Patient survey results are posted on the website as are Friends and Family results on a monthly basis. Links to these results are also sent out in a 'tweet' to our virtual PPG.

Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improve national GP patient survey response rate to give more reflective results on the services that we provide to our patients.

What actions were taken to address the priority?

Links to the survey online information were 'tweeted' to our virtual PPG in order to raise awareness of the survey prior to the survey being sent out.

A copy of the survey was advertised in the reception area.

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

Unfortunately the uptake of the survey was still very low. We are aware of major factors that contribute to the low response rate:

- Transient nature of our population
- Survey distribution dates September & March are the peak times of movement within the student population.

Publicised as above.

Priority area 2

Description of priority area:

Promote and encourage membership to the practices non student population.

What actions were taken to address the priority?

Reception staff and clinicians encouraged to target non students and invite to join the group at the point of registration and while in consultation.
Continue to use Twitter as a forum to encourage more patients to join the PPG

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

Increased number of followers on 'Twitter' our patient forum. Advertised on website and in house posters, feedback cards/practice leaflet.

Priority area 3

Description of priority area:

Encourage patients to volunteer and become Practice Health Champions

What actions were taken to address the priority?

Collaboration with Richard C and Sophie W who are both students and patients who work with the CCG on the Youth Health Champion Programme.
Richard and Sophie are also both in our PPG.

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

- Take a motion to Council at the start of the year, encouraging the Union to pro-actively work with the health service to create a structure that will always mean the health service have some engagement from the different schools.

- Health service want to create a society that will directly feed into the forum on behalf of the Students in the University.
- Work with the health champions to create an easy to engage program to develop over a few years so engagement carries on.
- Rebrand the Patient Engagement Group to something that is exciting for students to get involved with
- Health Service give support to the students who are most engaged and make it easier for them to carry out what developments the students want to see in the practice.
- Developments are/will be publicised on Twitter which is our patient forum

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 practice had a standard PPG group in 2009 with a good number of patients attending regular meetings at the Practice. However due to practice patient demographics and annual turnover of patients (students graduating and returning to their home towns and the arrival of new students) the group waned over time resulting in continual non attendance at these meetings despite our attempts to encourage this form of engagement.

As a result of this lack of interest we sought feedback as to why this might have been. The results indicated that due to their lifestyle and academic commitments most patients would not have time to attend meetings and they suggested that virtual communication would be preferable to the majority. As a high percentage of our patients are students between the ages of 18-25 social media was the preferred method of communication and as a result we created a twitter account and entered into an entirely virtual PPG group. The group has gone from strength to strength and we now have over 500 followers. This includes patients, University Society's and social groups, NHS organisations along with local community groups. Twitter is now effectively our patient forum and a platform by which we can disseminate information. We actively promote self care which is timely and relevant to our patients and because of the nature of 'Twitter' this information is re tweeted to the wider 'Twitter' community whether or not they are our patient. We have made excellent links with other useful organisations and work collaboratively with them where we can to benefit our patients and community.

PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30 March 2015

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?