**Patient Engagement Local Improvement Scheme – Bi Annual Report 2015/2016**

**Submissions dates:**

Report2: 31st March 2016

**Practice Name: Valley View Name of Patient Engagement Lead (PEL): Farhana Younis**

|  |  |  |
| --- | --- | --- |
| **Part 1: Patient Participation Group (PPG):**  **This is now a GP contractual requirement (click** [**here**](http://www.nhsemployers.org/~/media/Employers/Documents/Primary%20care%20contracts/GMS/GMS%20guidance%202010-present/2015-16/201516%20GMS%20Guidance.pdf) **for details – pages 23-27)** | | |
| 1. **Does your practice have a PPG?** | Yes | |
| 1. **Please explain what type of PPG your practice has?**   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. | We have a PPG chair and 4 patient champions. | |
| 1. **How often do they meet?** | Weekly 🞏 Fortnightly 🞏 Monthly 🞏 Quarterly 🞏  Other, please give more details: | |
| 1. **How did you agree this frequency?**   Please attach evidence of this agreement e.g. minutes of meetings, terms of reference etc. | Minutes of meeting. | |
| 1. **What are your mechanisms for obtaining patient/practice feedback?**   For example NHS choices, FFT, comments box, complaints, verbal, surveys, coffee mornings, events, etc. | New survey regarding appointments; coffee morning and events; both surveys handed out by patient champions. Comment box available in reception. | |
| 1. **How have you ensured that your PPG is representative of your practice population?** Please give examples how you have achieved this. | Wide range of Local people of the community by providing different engagement activities. | |
| 1. **Have you sought the views of carers of your registered patients?**   Please note that the carers may not be registered with your practice | Yes, we have engaged with carers resource and they have attended the surgery to support the patients. | |
| 1. **How does your Practice Patient Engagement (PEL) Lead support the work of the PPG?** | Attend meetings, support the patient champions, feedback any ideas to PM, whattsapp group for contact and discussion, communication regularly either by text, phone; also practice newsletter & news board. | |
| *Please note: The above is 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*](http://www.nhsemployers.org/~/media/Employers/Documents/Primary%20care%20contracts/GMS/GMS%20guidance%202010-present/2015-16/201516%20GMS%20Guidance.pdf) *(see pages 23-27).* | | |
| **Part 2: Local Improvement Scheme (LIS):** | | |
| 1. **Please describe what mechanisms the practice has used to ensure practice receives representative feedback.**   These can include, but are not limited to, Grass roots, community groups, young people, mosques, VCS organisations, children/parent forums etc.  *Please note: Practices should ensure that they reach the broadest cross section of their population, – this should include seldom heard, disadvantaged and marginalised groups, young people, carers and vulnerable groups.* | | Liaised with mosques and refuge to promote health awareness  Worked with womens zone regarding health management  Age concern  Presentation from Pharmacy first representative  Mental health worker present twice weekly in the surgery  Citizen advice present fortnightly |
| 1. **Please describe how you have you have analysed and acted up on what patients are saying?**   This should include identifying common themes and how you have responded to them for example ‘what you said – What we did’ or action plans and activities. | | Identified need for education to build confidence – English classes |
| 1. **Our evaluation of the 14/15 scheme shows that where PEL’s have worked collaboratively with other practices, the PEL’s have been the most effective. Please describe how you have worked collaboratively with other practices and engagement leads.** | | Worked with Peel park for antibiotics prescribing awareness  Helping another surgery to set up English class due to success of Valley View |
| 1. **Please provide details of attendance and any actions from Patient Participation workshops/meetings, Patient and Community Network Forums, PEL meetings, Local health and well-being Hubs or events.**   Notes: For some of the meetings, e.g., Hubs or neighbourhood forums etc., it would be acceptable for you to agree to send an agreed representative PEL’ who can then provide feedback to other PEL’s  As a minimum all PEL’s will be required to attend 3 Patient and Community network meetings and a minimum of 2 PEL’s meetings per year. Please see schedule of meetings for 2015/16. | | Attend all mandatory and steering group  Involved patient champions (attendance at meetings) which gave a better understanding for them to give their own feedback to the group. |
| 1. **Self-care promotion: Please describe how you have promoted self-care management within your practice:** This promotion should take place in line with the CCG strategic priorities and should include but is not limited to :  * Cancer Screening (breast, bowel and cervical) * Diabetes * Self-care week * GP Survey/improving patient experience * Mental Health | | Weekly health talk on various subjects at knitting, mendhi and English classes by GPs, Nurse, Pharmacist, Mental Health worker Eg breast, bowel and cervical |
| 1. **Communication: Please describe, with examples, how you have communicated with patients and public**   For e.g. newsletters, leaflets, notice boards, surveys, website, social media etc) | | Bi monthly newsletter  Leaflets  Notice boards around all the building  Test messaging  Whatsapp group  Website |
| 1. **Citizen’s Assembly development: Please describe the activity within your practice/community you have undertaken to support the development of the Citizen’s Assembly.**   This can include supporting patients to be involved in CCG activity, promoting involvement and participation in pathway development, encouraging patients to be part of decision making processes within the CCG etc. | | Patients have attended Patient and Community network meetings. PPG involved in ideas for Quality premium funding. PEL actively encourages patients participation. |