



**Bradford City CCG – Patient Engagement LIS – Annual Report**

**“What you said – What we did”**

**Practice Name:** *Bilton Medical Centre*

**Name of Patient Engagement Practice Lead:** *Kathryn Higgins*

**Describe what the practice did and said in response to patient feedback.**



bilton dates and events (2).docx



info session feedback.docx



PATIENT ENGAGEMENT LEAD f

As patient engagement lead I am available one day a week and invite patients to come in and speak to her to capture their praise or concerns.

SMS messages from within System One were sent to patients to comment on their experience of our practice and services via NHS Choices .

We hold monthly engagement days where we capture patient’s comments and suggestions on a feedback section to the feed back from the event form.








We use the comments from the Friends and Family test cards prior to submission to identify any common themes emerging that the practice can address.

We have a suggestion box at the front desk.







There is an area on the practice website where patients can message the practice. We have posters on our Patient Engagement board in the waiting area to show how to use and leave feedback on NHS Choices.

We regularly review our NHS choices comments and address any issues or identify emerging themes.





<p><b>Communication routes to engaging with patients and the public.</b></p> <div style="display: flex; flex-wrap: wrap; justify-content: space-around;"> <div style="text-align: center; margin: 10px;">               Letter to VCS Organisations re regu         </div> <div style="text-align: center; margin: 10px;">               Information Sessions Bilton OP.docx         </div> <div style="text-align: center; margin: 10px;">               Information Sessions Bilton Medical Centr L         </div> <div style="text-align: center; margin: 10px;">               Information Sessions atBilton medical Cent         </div> <div style="text-align: center; margin: 10px;">               Information Sessions Biltonl Medical Centre         </div> <div style="text-align: center; margin: 10px;">               info session feedback.docx         </div> <div style="text-align: center; margin: 10px;">               Surgery's tribute in memory of care assist         </div> </div>	<p>Following the successful roll out of 4 self care events at the 4 shared practices, it was decided that monthly events would take place in each of the 4 practices.              I contacted various VCS and set up the events which capture the CCGs priorities and targets as well as the CQCs 6 patients groups (<b>see attachment –letter to VCS</b>)              Our monthly events are scheduled for the forthcoming year and cover the following areas</p> <p><b>Older people</b>  <b>Long Term Conditions</b> with an emphasis on Diabetes being one of the CCGS priorities  <b>Families and Young Children</b> with an emphasis on maternal and child health.  <b>Working age people</b> – they are sent SMS messages and whilst not necessarily able to attend, arrangements for information packs can be left at reception if they require  <b>Vulnerable Adults</b> and Patients with <b>Mental Health Conditions</b> ( CCG Priority)</p> <p>Feedback from patient attending the events is collected at each session to identify any emerging trends, comments suggestion or any other areas not covered which our patients would like to see . The feedback form also captures age, ethnicity and gender, so we can identify gaps in groups that may not be engaging.</p> <p>Each event is publicised in the waiting area, the notice boards, the practice website, the practice newsletter, SMS and emails are sent to patients , twitter, slips attached to patients collecting letters or scripts .</p> <p>From March 2015 these events may be advertised on local radio stations              We also held a successful Crocus Appeal Day to raise money for Cancer in memory of a colleague Mr Patel</p> <p><b>Please see attachments opposite</b></p>
<p><b>Patient Participation and Community Network Forums:</b></p>	<p>In addition to the practice specific events, I am working with the following groups</p>



  <p>2014 -10 - 30 Bilton - Picton self assessmer AGE UK EFi.docx</p>	<ul style="list-style-type: none"> <li>• Regular email and text messaging service to patients advising them of events or reminders i.e. flu and pneumo campaign</li> <li>• 2 of the City Practices I work with as PEL work on an engagement Project with Barnados to strengthen working links with young people.</li> <li>• Completed a Community Needs Assessment with Farcliffe Family centre to identify potentially vulnerable families.</li> <li>• Working with the Farcliffe Centre to promote their Health and Safety events, which look at fire safety in the home, how to cross roads etc , which may potentially impact on our A &amp; E attendances</li> <li>• Age UK working partnership to look at e the Frailty index and how support packages can be developed</li> <li>• Self care steering group member</li> <li>• CEELS steering group member</li> <li>• City Patient and Community Network steering group member</li> <li>• Health and Wellbeing Hub member</li> </ul> <p>Please see attachments opposite</p>
<p><b>Patient and Public Co-Design</b></p> <p>Notes:</p>    <p>Bilton scw poster.docx      bilton dates and events (2).docx      bilton survey.docx</p>	<p>Attends the meetings listed above I have identified a piece of work already undertaken in Northumberland for self care leaflets that have been sent to the CCG to do the same promotion in Bradford I have also identified self care upload for the practice website to promote self care</p>  <p>SCFSelfCareAwarePatientPortalFINAL.docx</p> <p>Please see attachments opposite</p>



<p>Describe how we communicated with patients and public (e.g. newsletters, leaflets, notice boards, surveys, website etc)</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>bilton newsletter.docx</p> </div> <div style="text-align: center;">  <p>westbourne green walkers A4.pdf</p> </div> </div>	<p>Display boards, sms and translated sms, newsletter, website, twitter, local centres Friends and Family Test</p> <p>Each monthly event is advertised in the waiting area, the notice boards the system one boards, email sms , access to transalio in EE languages , twitter, newsletter. Bilton’s patients are encouraged to join Weekly walking groups with Practice Champions from Picton Medical Centre</p> <p>PEL available all day one day per week , her availability is on the enagement board for patients to see .</p> <p>Email address is available on the practice newsletter and displayed on the engagement board in the waiting area.</p> <p><b>Please see attachments opposite</b></p>
<p><b>Patient Participation Groups</b></p>	<p>We have a patient participation group who have been invited to choose a preferred time for meetings .We will advertise the outcomes of the meeting on the newsletter and website when a successful meeting has been held.</p> <p>We also have a virtual patient group.</p> <p>Monthly health events are held where the PEL actively seeks new members to the group.</p> <p>The feedback form also asks patients if they are interested in becoming a member of the patient participation group, it also asks what other events or stalls they would be interested in attending.</p> <p>As I have only been post for 6 months, we are 6 months behind the other practices but we feel we are opening channels of engagement via various routes and hope this will grow and improve in the future.</p>