




Patient Engagement Local Improvement Scheme – Annual Report 2018/19



Submissions dates: **31st March 2019**


Practice Name: **Bilton Medical Centre** Name of Patient Engagement Lead: **Zara Bashir/Yasmin Hussain**




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>1.1 Does your practice now have a PPG? <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 <input type="checkbox"/></p>
<p>1.2 Please provide evidence of your PPG. This should include</p> <ul style="list-style-type: none"> • Terms of Reference, • Brief outline of your membership, roles and responsibilities. • Minutes of meetings uploaded to practice website 	<p>Please attach a copy of your Terms of Reference</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Info for patients - purpose of PPG.doc </div> <div style="text-align: center;">  Comments & complaints DROP IN S </div> <div style="text-align: center;">  PPG population 2018 19.docx </div> </div>
<p>1.3 How often do they meet?</p>	<p>Quarterly <input type="checkbox"/></p> <p>Patients still prefer to have interactive sessions at the medical centre.- We have had various organisations in the waiting area interacting with our patients and find that</p>

	<p>targeting patients in the waiting area is a much better way to promote awareness. Other, please give more details:</p>
<p>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></p>	<p>Please attach/include examples of each type of feedback in this report. Drop in sessions- Tuesday mornings all patients aware of this. Reception staff regularly promote this. FFT, Internal Surveys, Comments box, Self- Care Events, Internal promotions within the Practice. Verbal. Posters.</p>
<p>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></p>	<p>Please give examples on how you achieved this below. All patients are encouraged to join the PPG – One big invite gone out to the whole of the Practice Population encouraging to join. Practice staff have been advised to code the patients that join the group so that we can work with a wider population group.</p>
<p>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> Please note that the carers may not be registered with your practice</p>	<p>We have run a successful community event at the Gillington Community Centre, We participate in the Heaton Gala annually 7th July, 2018. We actively promotes carers events as and when we receive promotional material.</p> <div style="text-align: center;">   </div> <p>Self Care poster to use 1st April 2018.do Self-Care Poster May 2018.docx</p> <p>Key messages we have collected from patients through promotional work, comments box suggestions, verbal. We have responded to 4 messages.</p>
<p>1.7 Please provide evidence of how the</p>	<p>‘You said, we did’ template attached for practice use</p>

<p>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>	 You said We did Template 2019.docx
<p>Part 2: Patient Engagement Lead Programme:</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>Participation in the following events.</p> <p>Dementia Awareness – 31st May, 2018 – In house Practice Cancer Training – 11th July – Grange Interlink Self Care Event – 9th May 2018 – Girdlington Community Centre Hypertension outreach Clinic – 25th June, 2018 – In house outreach work. Heaton St Barnabas Gala – 7th July 2018 Cancer screening Awareness – February, 2019</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. <i>As a minimum all PEL's will be required to attend 4 out of 5 Patient Network meetings per year.</i></p>	<p>Please include name of meeting and dates of attendance</p> <p>Attendance at 7th February meeting 24th April, meeting 27th June, meeting 5th September, meeting Practice Meeting 21/02/19</p>

	 PPG MINUTES 21.02.19.doc
<p>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:</p> <ul style="list-style-type: none"> ● Cancer Screening (breast, bowel and cervical) ● Diabetes ● Community Connectors ● Self-care week ● GP Survey/improving patient experience ● Mental Health 	<p>Care Navigation Text Messages Promotional work in house – Hypertension Staff training by the Bowel Screening Team Part of the NDPP Programme for Diabetes Maintaining the Diabetes 9 care processes. Improving GP Survey – Working with the CCG Carrying out own analysis Mini internal survey small each month to gain patient input. Working toward a Dementia Friendly Practice</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  QUESTIONNAIRE - template (2).doc </div> <div style="text-align: center;">  WALK IN SESSION SURVEY.docx </div> </div>
<p>2.4 How have you promoted good practice in your PPG? This can include holding events to discuss good practice.</p>	<p>Hold internal events Outreach community work Plans to invite the imams from the Mosque to improve flu uptake Working with Schools and Colleges Offering young students opportunities of work experience Dixon Allerton Academy Bradford College Annual gala at Heaton St Barnabas – this involves a team of the practice members to get involved with the community not just our patients and we carry out basic health checks as well as promote the following: Bowel Screening</p>

	<p>Cytology Healthy Eating Smoking Cessation Flu This Year the Children are taking part in designing a healthy eating Poster.</p>  <p>Design your own healthy eating poster</p>
<p>2.5 Besides the Practice Patient Engagement (PEL) Lead, who else supports the work of the PPG and practice engagement?</p>	<p>The whole team – The Practice Manager regularly reminds staff to encourage patients to join. An invitation to all registered patients has recently been sent out encouraging a wider audience to join.</p>
<p>2.6 Please provide details of how you have established the most appropriate engagement routes, eg:</p> <ul style="list-style-type: none"> • <i>Children Centres and parent fora, VCS organisations</i> • <i>Innovative ways to engage with patients (eg engagement clinics and drop- in sessions)</i> • <i>Develop practice health champions (volunteering ethos)</i> 	<p>Schools In house session Community sessions Annual Galas HALE Care Navigation Signposting patients to local services</p>

<ul style="list-style-type: none"> • <i>Make practice building space available for VCS/community groups to hold events</i> 	
<p>2.7 Describe how you have shared capacity and resource to support strategic programme partnerships and task and finish groups. <i>For example maternity partnership, access task and finish group, etc).</i></p>	<p>Regular MDT Meeting have continued We have a close relationship with our Health Visitors, District Nurses, Community Matrons, Palliative team, VCS.</p>
<p>Additional information</p> <p>Please provide any relevant information that supports the engagement work that takes place at your practice.</p>	<p>Our aim is to educate our patients to make informed decisions – We have recently signposted our Patients and encouraged them to use the Evergreen Health apps and the ORCHA Apps. We regularly send out messages which are relevant to patient needs.</p>

Signature of Practice engagement lead: _____ Yasmin

Hussain _____

Signature of Practice manager or authorised member of staff for PEL Scheme: _____ Noreen
Rashid _____

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