
















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

Submissions dates: Report 1: 30th Sept 2015
 Report2: 31st March 2016 X

Practice Name: Bilton Medical Practice Name of Patient Engagement Lead (PEL):Kathy Higgins

<p>Part 1: Patient Participation Group (PPG): This is now a GP contractual requirement (click here for details – pages 23-27)</p>	
<p>1.1 Does your practice have a PPG?</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>1.2 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.</p>	<p>We have a virtual PPG and also encourage and invite patients to become part of a practice based group. We also have a young people’s group made up of 8 young people from the Roma community aged between 13-18 . This is a joint piece of work with the LACO project.</p> <p> GP LACO.docx</p>
<p>1.3 How often do they meet?</p>	<p>Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/></p> <p>: Emails are sent from the practice as a minimum of every 2 months detailing upcoming events or changes within the practice, unless a query/suggestion from a virtual group member requires a response. An electronic newsletter is sent with health related information a friends and family test and invitation to be part of a face to face participation group.</p>

<p>1.4 How did you agree this frequency? Please attach evidence of this agreement e.g. minutes of meetings, terms of reference etc.</p>	<p>Initially emails were sent monthly, but patients were given the choice of 2 monthly and there were no objections given to this. Kathy is available every Thursday in the practice to speak to, and will answer an email throughout the week should the need arise.</p>
<p>1.5 What are your mechanisms for obtaining patient/practice feedback? For example NHS choices, FFT, comments box, complaints, verbal, surveys, coffee mornings, events, etc.</p>	<p>FFT, NHS Choices, own website of surgery, suggestion box, information & self care events, feedback from face to face contact. Joint events and Community Centre involvement. An electronic newsletter is sent with health related information and includes a friends and family test and invitation to be part of a face to face participation group.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  info session feedback.docx </div> <div style="text-align: center;">  Bilton winter newsletter.docx </div> <div style="text-align: center;">  evaluation self care.docx </div> <div style="text-align: center;">  Feedback from Self Care Events in GP pr </div> </div>
<p>1.6 How have you ensured that your PPG is representative of your practice population? Please give examples how you have achieved this.</p>	<p>Our virtual group is made up of different ages, genders and ethnicities. Letters and sms invites to join a practice based group are sent out every 2 months by running a report on age ranges, ethnicities and gender . Kathy also attends Community Events and meetings to speak different age/ethnicity/gender groups.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Physical Health & Mental Wellbeing 201 </div> <div style="text-align: center;">  Delivery Packages LACO.doc </div> <div style="text-align: center;">  143518 PMC Well-being A5 leaflet </div> <div style="text-align: center;">  bilton ppg info.docx </div> </div>
<p>1.7 Have you sought the views of carers of your registered patients? Please note that the carers may not be registered with your practice</p>	<p>Any information session or event invitations are sent to patients and family members/friends who may not be registered at this practice but may want involvement and advice as a carer. We hold an electronic carers register for our patients and for people who may care for our patients but may not necessarily be registered here and they are called to these events</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  info session feedback.docx </div> <div style="text-align: center;">  evaluation self care.docx </div> </div>
<p>1.8 How does your Practice Patient Engagement (PEL) Lead support the work of the PPG?</p>	<p>Kathy has organised events related to the interests of feedback from Patients.</p> <div style="text-align: right; margin-top: 20px;">  143518 PMC Well-being A5 leaflet </div>

	 Westbourne Green Fun and Fitness Day.	 HALE.docx	 143518 PMC Well-being A5 leaflet.
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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](#) (see pages 23-27).

Part 2: Local Improvement Scheme (LIS):


2.1 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.

Kathy has been invited to partner on events organised by VCS organisations and Family Centres. Kathy is also invited to meetings at locality hubs which run activities for both adults and youths and has been invited to attend aforementioned activities to speak with

participants .


 143518 PMC
Well-being A5 leaflet.


 word doc.docx







 Physical Health &
Mental Wellbeing 201





 polish family
day.docx




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 Delivery Packages
LACO.doc

Kathy is responsible for digesting the F & F responses and discussing emerging outcomes with the PM , for reviewing the feedback left on NHS choices and discussing with the practice team.

<p>2.2 Please describe how you have analysed and acted up on what patients are saying?</p> <p>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.</p>	 <p>HALE.docx</p> <p>We hold monthly engagement days where we capture patient’s comments and suggestions on an event feedback form. Kathy is part of the Primary Care Task and Finish Group which was set up in response to an emerging need for more timely access to services in City and District.</p> <p>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>
<p>2.3 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.</p>	<p>Kathy is Patient Engagement Lead for Bilton, Frizinghall, Dr Iqbal & Partners and Picton Medical Centres. Kathy has also invited other practices to work jointly on information sessions and events in the BD8 and BD9 areas.</p>   <p>Westbourne Green Fun and Fitness Day. Well-being A5 leaflet. 143518 PMC</p>
<p>2.4 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.</p>	  <p>Patient engagement leads for forums mee attendances.docx</p> <p>Kathy is also peer support for the other PELs. Was previously a steering group member of CEELS (Central Eastern European Liaison service) until funding ceased. Previously involved in a piece of work with Barnardos in communicating with young people. Kathy is also part of the Primary Care Access Task and Finish Group to help improve access</p>

	<p>for patients in both City CCG and District CCG. Kathy also is a member of the Health Partnership with West Bradford Children’s Centres, health visitors and nurses.</p>
<p>2.5 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 :</p> <ul style="list-style-type: none"> ● Cancer Screening (breast, bowel and cervical) ● Diabetes ● Self-care week ● GP Survey/improving patient experience ● Mental Health 	<p>The monthly information sessions and joint events held all promote Self Care as well as being CCG priority specific. A joint Self Care event has been arranged between Bilton, Frizinghall, Dr Iqbal’s and Picton Medical Centres was held during Self Care week at Girlington Community Centre where we had support from VCS and health service .</p> <p>Kathy is also currently working on a community chest bid with Cancer Support to increase awareness of bowel, breast, cervical and prostate cancer. This will be held as a joint project in a Community setting and smaller sessions in each practice.</p> <div style="text-align: right;">  143518 PMC Well-being A5 leaflet. </div> <div style="text-align: center;">  143518 PMC Well-being A5 leaflet </div>
<p>2.6 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)</p>	<p>Our newsletters are printed and handed out at information sessions and left in the waiting room . They are also emailed electronically to all patients with a consented email address recorded.</p> <p>Notice boards are regularly updated with posters and information on health campaigns e.g cervical, bowel Screening, Stoptober. SMS and emails</p> <div style="text-align: center;">  Bilton winter newsletter.docx </div>

<p>2.7 Citizen’s Assembly development: Please describe the activity within your practice/community you have undertaken to support the development of the Citizen’s Assembly.</p> <p>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.</p>	<p>At the event held in November, we worked on increasing diagnosis of COPD, Asthma, AF, Hypertension and Diabetes and promoting maternal and children’s health, all of which are City CCG priorities, at this event as well as our individual feedback forms we captured feedback for the CCG on the “your feedback” forms and encouragd feedback to the grassroots@bradford.nhs.uk .</p> <p>Having attended the National Citizen’s Assembly in London in November, Kathy was invited to attend the initial workshop to discuss the roles and expectation of the newly formed People’s Board which we hope to be Bradford’s equivalent of the National Citizen’s Assembly.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div data-bbox="958 579 1160 699">  <p>NHS Citizen Assembly Participant</p> </div> <div data-bbox="1193 579 1344 699">  <p>evaluation self care.docx</p> </div> </div>
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