

Annex D: Standard Reporting Template

NWLCCG Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Foreland Medical Centre

Practice Code: E87706

Signed on behalf of practice: S Arjuna

Date:27.3.2015

Signed on behalf of PPG: S Newman

Date:27.3.2015

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Notice Board, Texts, Letters, flyer																																					
Number of members of PPG: 15																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>55.79%</td> <td>44.20%</td> </tr> <tr> <td>PRG</td> <td>60%</td> <td>40%</td> </tr> </tbody> </table>	%	Male	Female	Practice	55.79%	44.20%	PRG	60%	40%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>18.5 3%</td> <td>9.7%</td> <td>16%</td> <td>15.4%</td> <td>18.04 %</td> <td>10.95 %</td> <td>6.67%</td> <td>4.37 %</td> </tr> <tr> <td>PRG</td> <td>0%</td> <td>6%</td> <td>6%</td> <td>12%</td> <td>18%</td> <td>12%</td> <td>12%</td> <td>24%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	18.5 3%	9.7%	16%	15.4%	18.04 %	10.95 %	6.67%	4.37 %	PRG	0%	6%	6%	12%	18%	12%	12%	24%
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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	786	153	100	605	101	71	33	202
PRG	3	1	1	2	1	1	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	26	13	37	17	59	486	199	68	4	340
PRG	1	0	0	0	1	2	1	0	0	1

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:

The surgery has a PPG which was established in 2013. To recruit new members, we displayed posters in the waiting room, though this only recruited a few respondents. The doctors assisted by encouraging people to join. Through this method recruited a few more people and one person joined and was happy for us to contact her via email if she could not attend meetings. This was a different approach to last year where all the members were only able to interact if they attended the meeting or the results were discussed on the phone or individually. As most of the patients registered at the surgery were from a younger age group we tried to recruit as many patients from this group to be representative of our practice profile however this did prove quite difficult. Even by varying the times of the meeting to accommodate working people, we struggled to get full attendance. We continue to get the majority of our engagement through the older patients who were able to give us more free time. We tried again this year to ask a wide variety of people to make the group more representative. We tried to encourage people to join who used different aspects of our service including a young mother, a patient with cancer as well as a patient with a physical disability and this year a pregnant lady also became part of the patient group along with a member from Westway travellers site.

As our practice has a varied ethnicity we felt the PPG reflected this mix.

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

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

We have the highest LD patients in Kensington and Chelsea Borough practice and we look after a traveller's site.

We have recruited a member to the PPG to act as spokesperson on behalf of the travellers site.

2. Review of patient feedback

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

Patient GP survey- questions were agreed in PPG meeting,
Suggestion box- leaflet given to patients to be completed and submitted into the box
Friends and family test- Discussed in PPG meetings,
PPG member's feedback,
Feedback through our website

How frequently were these reviewed with the PPG?

Every 3 Months

In every meeting with PPG, all of above feedbacks and comments were discussed and an action plan was drawn up stating how we would improve as a practice

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Nurse phone access

What actions were taken to address the priority?

Dedicated nurse phone access times created in morning and afternoon where patients can phone in to speak to nurse.

Advertised and recruited an HCA to free up more nurse time and as a result the amount of phone nurse time increased

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

More appointments with nurse and HCA,
Time for phone access in morning and evening,
Workload is divided depending on skills required for each service

All this discussed in PPG
Practice leaflet updated,
Message board in waiting area informing of changes

Priority area 2

Description of priority area:

Online services

What actions were taken to address the priority?

Practice migrated to new clinical system which could handle registration for online services, repeat prescriptions, to make/cancel appointments, access their own limited medical records and provide patients with their own log ins

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

Patient can book appointments online

Patients can reorder they repeat prescription online,

Patients can request their medical record accessed online

Patients can be referred to community services online by DRs

Investigations carried out by secondary care doctors can now be seen by GP's ensuring delivery of better care to

Priority area 3

Description of priority area:

Opening times, PPG felt that practice should open earlier as there is regular a queue in the morning

What actions were taken to address the priority?

Practice is now opening one hour early at 8am;
Practice staff rota was changed to accommodate changes.
Practice leaflet, posters, website were updated with new opening times

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

We don't get patients standing outside practice anymore when we open up at 8AM

Practice leaflet, posters , website were updated with new opening times

Progress on previous years

Is this the first time your practice has participated in this scheme?

No

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

All 3 action points from last year action plan completed to satisfaction

1. Drs appointments
Dr A Sirpal continue to work three increased sessions at practice and patients are satisfied with Drs appointments, a 96% satisfaction achieved in our survey.
2. Telephone access
Number of telephone lines was increased in our hunting line and more staff are assigned to answer patient phone calls, a 92% satisfaction phone in achieved
3. Informing of opening hours
A varied ways of information is passed on to patients, 95% of patient's answered that they know correct times of opening times

4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 27.3.2015

How has the practice engaged with the PPG:

Formal meetings, email, telephone, letters and informally during consultations

How has the practice made efforts to engage with seldom heard groups in the practice population?

Varied PPG group members to represent all different needs of patients, LD patient rep, travellers' site rep.

If any patients wants to discuss any issues then they are also given a leaflet with next practice PPG meeting information and invited to attend.

Has the practice received patient and carer feedback from a variety of sources?

Practice Survey, Feedback from PPG, Feedback from consultation times, Feedback from web site

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes, all priority areas and action plans were discussed and derived in PPG meetings

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

With the addition of a HCA, we are more efficient with the nurses time which leads to patient satisfaction,

Patients can now register, book appointments, request repeat prescriptions and provide a limited view of their own patient records online.

Better opening times to suit our patient population

Do you have any other comments about the PPG or practice in relation to this area of work?

Our integrations with PPG has made us understand the expectations of patients more and proactively work towards their satisfaction.