

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

London Region North Central & East Area Team
Complete and return to: england.lon-ne-claims@nhs.net no later than 31 March 2015

Practice Name: GROVE ROAD SURGERY

Practice Code: F84055

Signed on behalf of practice:

Date:13TH MARCH 2015

Signed on behalf of PPG:

Date:13th MARCH 2015

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

<p>Does the Practice have a PPG?</p> <p>YES</p>
<p>Method(s) of engagement with PPG</p> <p>Face to face, Email, Other (please specify) face to face – email – text messages – leaflets – posters – questionnaires - our website – nhs website, phone and mail</p>
<p>Number of members of PPG: 6</p>

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	53.83%	46.17%
PRG	3 (50%)	3 (50%)

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	13%	8.70%	39.41%	16.94%	8.55%	5.80%	3.66%	3.93%
PRG					1	2	2	1

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	72%	3%	0	1%	1.75%	0.25%	0.50	2.5%
PRG	2							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1%	0.25%	16%	0.25%	3%	0.25%	1%	3%	0.50%	
PRG					2			2		

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:

We displayed posters in the waiting area. We invited patients to join during consultations. We invited patients via the phone. We are very aware that the bulk of our patient population is young and therefore we have targeted them especially during sexual health clinics. For older patients aged 60-75 and those that are housebound the visiting doctor invites (when it seems appropriate) the patient and the carer to join.

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It is more difficult to attract men to join the PPG but we do write to all of our patients equally with an invitation and of course they can read the posters. We have been successful as we have 6 members 3 of whom are female and 3 of whom are male. Among the 6 members we have 2 white British, 2 other Asian and 2 other Black ethnic backgrounds. Their age varies from 50 – 80.

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?

NO – we do not have any major groups of patients as detailed

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

Not applicable

2. Review of patient feedback

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

We had feedback from our PPG, via our website, the NHS website, surveys, suggestion box, interviews in the waiting area, over the telephone. Telephone interviews of carers. We have received feedback via letters, verbal during consultations and by text message.

We have a bi-monthly simple questionnaire that we give to patients who attend

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How frequently were these reviewed with the PRG?

We reviewed patient feedback with the PPG at every PPG meeting.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Patients feedback about waiting room in response to our questionnaire – happy with the electronic patient advice board, not happy with magazines, toys and about 50/50 on décor.



Patient questionnaire
Waiting area June 20



Patient Participation
Group minutes July 20

What actions were taken to address the priority?

We responded by removing the magazines from the waiting area. We took the opportunity to have a general tidy up. We removed some posters. We relocated some leaflets and reduced the number of them as well.

The toys (soft toys) were removed and replaced with a plastic educational toy (a bead table/puzzle)

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We have submitted another questionnaire about which colour would patients prefer (colour chart on wall)

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

We had very good feedback from patients especially remarking on the removal of the magazines.

Being neater and tidier gives patients more confidence in our services.

Once we have results of a questionnaire we post the results and what we intend to do about the results on the notice board so patients are aware of the outcome

Priority area 2

Description of priority area:

There was general grumbling about requesting prescriptions i.e. coming to the surgery in person or faxing a request even though we had an online request service. We did a questionnaire asking how prescriptions were requested and whether they were aware of the online service. Only 11 % knew about the online service



Patient questionnaire Patient Participation
Prescriptions August .Group minutes Sept 2



Practice Leaflet.pdf



What actions were taken to address the priority?

Although the online service was up and running and publicised on our website we were not getting enough electronic requests.

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So we made an in-house poster, included details on the practice leaflet. Moreover we involved our local chemists to encourage patients to use online and electronic services.

The receptionists also inform newly registered patients about our online services on the day of their registration appointment and we try to promote our online services when patients collect their repeat prescriptions.

We included the message 'repeat prescriptions can be ordered online. Go to www.patient.co.uk'

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

We publicised the service as outlined above.

We have noticed the online repeat prescriptions requests have been increasing

Prescription requests online is more convenient for the patient as they can request anytime of the day or night

Priority area 3

Description of priority area:

The feedback from patients (at reception mostly) was that getting an appointment with the nurse was not so easy.

We did a questionnaire which was handed to patients in the waiting area over a period of 1 month (note all our questionnaires are over one month).

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Patient questionnaire
Nurse appointments 1



Patient Participation
Group minutes March

What actions were taken to address the priority?

The questionnaire feedback was 57% said it was not easy to get an appointment, 69% said the time was convenient and 87% said they would use electronic equipment instead of seeing someone.

To increase nurse capacity we have taken on Healthcare Assistant. This new part-time employment will increase the nurse hours available and make it easier to obtain an appointment.

87% said they would be happy to use electronic devices. We have investigated this option and have spent some time visiting surgeries that have installed a "Surgery Pod".

We have undertaken a cost effectiveness exercise and although expensive the pod would facilitate new patient checks, BP check and BMI checks. The pod will encourage patients to record their weight, blood pressure, BMI etc.in an easy and informal manner.

There will be more nurse time available for patients who need a face to face consultation..

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

Employing another part-time nurse has increased patient access.

The extra hours have been posted on the notice board

The Pod will help keep patients records up to date

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Progress on previous years

Is this the first year 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):

During 2013-2014 the PPG suggested that they meet up with other PPGs in the same area (Network) to get other patient views and possibly learn more about NHS changes etc.

We organised a meeting in Network 5 for all PPG groups to come together for a general meeting.

We then organised a workshop covering various issues which were common to all practices.

Our PPG found this very useful and want to do more workshops during 2015.

We are planning at least two further workshops for later this year, the first one being planned for June 2015.

We are extending invitations to patients who are not currently on the PPG in the hope that this will appeal to a wider audience.

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4. PPG Sign Off

Report signed off by PPG:

YES/

Date of sign off: 6th March 2015

How has the practice engaged with the PPG:

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

We do spot invitations in the waiting area, targeting those who would help balance the patient profile of the PPG.

For those patients who do not attend or cannot attend the surgery we invite via text message and for the housebound we mail them and their carers as well as invite them when they are being visited by a doctor or nurse.

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

Yes, we get feedback as mentioned earlier via all sources from all patients.

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

Yes, the PPG are always involved in the choices that we have to make in the surgery which is an important part of having the PPG as not only do we want to know how we are doing but what future improvements could we make to improve our services.

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

The actions that we have completed with regard to online prescriptions and online booking of appointments have made life much easier for carers and patients. As already mentioned online prescriptions save time and energy for patients and their carers in not having to come to the surgery in person to make the request and then come back again to collect it and then take it to the pharmacy.

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The online booking of appointments, as mentioned previously, saves a considerable amount of time to the patient and carer in not having to wait for their call to be answered. Additionally they can book the appointment at their own convenience during any 24 hour period.

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

We do find the PPG an extremely useful tool in getting the patient's perspective. They also have ideas which we might not have thought about without this dialogue.

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