

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: City Road Medical Centre

Practice Code: F83064

Signed on behalf of practice:

Cath Holmes

Date: 30.03.2015

Signed on behalf of PPG:

Mlle-

Date: 30.03.2015

Report was circulated via email to PPG members and approved for publication and signed electronically

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

Does the Practice have a PPG? YES																																					
Method(s) of engagement with PPG: Face to face, Email, Other (please specify): Face to Face quarterly meetings and email																																					
Number of members of PPG: 44																																					
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: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>51</td> <td>49</td> </tr> <tr> <td>PRG</td> <td>38</td> <td>62</td> </tr> </tbody> </table>	%	Male	Female	Practice	51	49	PRG	38	62	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</td> <td>39</td> <td>27</td> <td>16</td> <td>11</td> <td>6</td> <td>4</td> <td>5</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>12</td> <td>30</td> <td>10</td> <td>14</td> <td>7</td> <td>7</td> <td>20</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	18	39	27	16	11	6	4	5	PRG	0	12	30	10	14	7	7	20
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Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

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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	37	2	0	21	1	1	1	2
PRG	50	0	0	16	0	0	0	5

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2	1	2	2	2	9	2	2	0	13
PRG	5	0	2	2	0	12	5	0	0	3

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 have dedicated PPG board in reception which has information about joining and future meeting dates. Our registration process for new patients also includes an invitation to join/become a member of our PRG and PPG. We also encourage existing members to advocate the PPG and to encourage new members. Reception and clinical staff are also proactive in promoting the group.

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

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 held PPG meetings at St Luke's Community Centre, which is mostly attended by local residents over 55. This has helped us engage with elderly patients and those with disabilities.

We have also created a Youth Notice Board which is maintained by younger staff members to engage with younger patients.

2. Review of patient feedback

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

Website feedback; PPG members feedback & experiences; complaints; NHS Choices; in-house surveys; FFT results; GP patient survey;

How frequently were these reviewed with the PRG?

These sources of feedback are reviewed quarterly in face to face meetings;

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

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Access to a doctor / appointments</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>The practice introduced the “Doctor First” system back in 2013 as a pilot; in 2014 it was continued due to the success it had in allowing greater patient access to a doctor. The system relies on a balance of telephone appointments and routine face-to-face appointments. It also allows for patients to be able to speak to their usual/preferred GP in the event that they are unable to get an appointment with that GP.</p> <p>The practice has also started opening two Saturdays a month and is currently undertaking a survey to gauge the response to this.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>A greater number of patient have access to a doctor daily via the telephone triage system, it also means that if they need to see a doctor they will be offered an appointment either that day or within the week by the doctor.</p> <p>The system is outlined on the website and through the practice leaflet.</p>

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

Priority area 2
<p>Description of priority area:</p> <p>Telephone system; waiting too long for calls to be answered or calls not answered at all</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>In July 2014 the practice installed a new telephone system. This upgrade enabled a call waiting facility advising callers where they were in the queue and how long it would take for the call to be answered. The system was also simplified reducing the number of options to press thus making it simpler for callers to navigate. It also has a cancel appointment facility which negates the need to speak to a receptionist.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The new system was installed and the new numbers advertised in the surgery, via text, online and in our newsletter. Since the installation of the new system we have seen the number of complaints about not getting through or no-one answering drop drastically. The queuing systems means that patients can take a decision whether to wait or call back depending on where they are in the queue, this means that they do not waste their time hanging on waiting to be answered.</p>

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

Priority area 3

Description of priority area:

Reception – negative feedback regarding reception staff

What actions were taken to address the priority?

This was a topic discussed with the PPG throughout the year. It was felt that a lot of the negative feedback was unjust however it was recognised that the issues raised needed to be addressed with the team as a whole. Further staff training was also indicated. The practice was in the process of recruiting new receptionists and members of the PPG were invited to sit in on the interviewing panel in order to give valued feedback.

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

The practice has recruited a new reception team and initial feedback is positive. New staff recruited are announced in the practice quarterly newsletter; names added to the practice leaflet and on the website.

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):

- PPG – increase membership and improve communication, a dedicated notice board and “post box” for patient/PPG communications, also allowing for suggestions and comments to be reviewed at quarterly meetings
- Practice quarterly newsletter with PPG dedicated page and input
- Advocating practice services on a regular basis to patients i.e. a “Service of the Month” display in the waiting room
- PPG active input around negative feedback about reception, helping to improve the service with a patient perspective

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

4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 30.03.2015

How has the practice engaged with the PPG:

The practice has engaged regularly with the PPG through email and quarterly meetings

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

The PPG membership is balanced and reflective of the practice population; it is not felt that we have any seldom heard groups however should this be indicated we would take steps to address this and how to facilitate their opinion.

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

Yes

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

Yes

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

The new telephone system has enabled a better experience for the patients when calling the surgery. The telephone triaging system has enabled more patients to access a doctor on a daily basis; Saturday surgeries have also greatly increased access to appointments. The new reception team is working well and patient feedback is very positive.

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

The PPG have been excellent in their input into the performance and running of the practice and the development of our work/action plan. The PPG are able to discuss issues openly and feel they are able to make suggestions which are acted on. They also feel that their comments are valued. This is evident by them returning to each meeting, happy to fully participate in meeting rather than observe and encouraging others to attend.

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