

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

London Region North West Area Team

Complete and return to: england.lon-nw-claims@nhs.net by no later than 31 March 2015

Practice Name: Grove Park
Terrace Surgery

Practice Code: E85746

Signed on behalf of practice:

Date: 30th March 2015

Signed on behalf of PPG:

Date: 30th March 2015

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) Previously email co-ordination – New face to face group formed recently and meeting in last week of April
Number of members of PPG: 26

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

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1671	1663
PRG	9	17

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	822	257	606	738	488	231	136	56
PRG	9	0	2	7	4	2	1	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	1025	45	0	323	11	9	18	28
PRG	15	3						1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	95	32	6	30	32	88	37	3	27	15
PRG	2			2		2		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:

Advertising the group in waiting room inviting members personally, by email and letter.

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

<p>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?</p> <p>No</p> <p>If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:</p> <p>N/A</p>

2. Review of patient feedback

<p>Outline the sources of feedback that were reviewed during the year:</p> <p>Family and Friends returns. Consultations about complaints and compliments and significant incidents.</p>

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

How frequently were these reviewed with the PRG?

Annually and when required.

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 as this is the issue most often named in patient responses.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Despite access being 3 days in usual circumstances, Access is the most often priority referred to. Our access times compare very favourably to other practices in Chiswick and we at present run a walk-in on Wednesday mornings which tends to mop up demand. We have initiated a priority patient super access and access for those patients over 75 and both these initiatives have been successful Further out of hours working and weekend availability is planned on a locality basis and we have been researching the best ways to provide this.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Publicised in the surgery, website and by invitation and letter. The main result is that we are able to see priority patients and those over 75 much faster. And often on the same day.</p>

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

--

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

Priority area 2

Description of priority area:

Ability for patients to see a particular doctor.

What actions were taken to address the priority?

Its inevitable as a teaching practice that we will have a high turnover of staff with trainee doctors, so the bad news is that sometimes patients see a doctor that they have not seen before hence the priority. For all over 75's and Priority patients a designated doctor has been chosen and where possible these patients are seen by either Dr Williams or doctor Gupta.

We have taken the opportunity of explaining to patients in general the reason for them seeing a doctor who they have not seen before. In the waiting room we publicise the identity of any new doctor in the practice. For Routine patients we are now able to facilitate them seeing a particular doctor of their choice but emergency and walkin consultations by necessity have to be with the available doctor.

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

See above

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

--

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

Priority area 3

Description of priority area:

Matching and redirecting capacity and demand

What actions were taken to address the priority?

During the year, in consultation with our patients, both the PPG, and individuals we tried many different strategies in order to match our capacity with demand for consultation sessions. These are some of the things we did

- Highlighting for patients the value of telephone consultations – posters etc
- Without clinical triage to identify patients whose need could be satisfied on the telephone These included
- Advice re pathology – always redirected to telephone consultation where possible
- Redirection of the Query or need. Or request for advice for minor conditions that could be dealt with by our nursing staff.
- Redirection to the Pharmacy minor ailments scheme.
- We reviewed our rotas and took the view of staff in relation to innovate improvements
- On line access to Appointments. Advertised and personally recommended by reception staff.
- Worked closely with our two nearest pharmacies.

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

The result of what we did was to enable queries and requests to be redirected to appropriate destinations. This was successful and

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

for the most part enabled patient queries and requests to be dealt with promptly.

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):

In previous years all the initiatives have involved minor considerations but at their core has always been Access. This despite the fact that our access times and our ability to see patients quickly has been very good due to an excess of capacity on most days. Nevertheless we have continually tweaked our services, and though these tweaks have not been major they have produced an improvement in what patients thought of our access issues.

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: 30th March 2015

How has the practice engaged with the PPG: How has the practice engaged with the PPG:

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

Advertising and our Web page. Staff talking to patients about being a part of what we do.

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

Yes, both formally and informally, all patient compliments, complaints and suggestions are noted.

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

Last year our group struggled to meet and agreeing the priority areas was mostly virtual, by emails and particular requests. However in Glebe Street we pride ourselves that we continually request feedback and patients know that the PM will always involve them and seek their opinion both formally and informally.

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

Yes, steadily particularly in areas of Patient Access.

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

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

None

Complete and return to: england.lon-nw-claims@nhs.net by no later than 31 March 2015