

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: Fullwell Cross Medical Centre

Practice Code: F86010

Signed on behalf of practice: 
Andrew Watson (Practice Manager)

Date: 11th March 2015

Signed on behalf of PPG: 
Stephen Colman (PPG Chair)

Date: 11/3/15

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) Monthly face to face meetings and via email
Number of members of PPG: 10

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Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:								
	%	Male	Female		<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
	Practice	48%	52%	Practice	20%	10%	14.5%	13.5%	13.5%	12.5%	8.5%	8.5%
	PRG	20%	80%	PRG	0%	0%	10%	10%	20%	20	30%	10%

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	49%	2.3%	0%	9.9%	0.8%	0.3%	0.8%	0.02%
PRG	80%	10%	0	0	0	0	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	14%	6.2%	1.8%	0.8%	3%	3.2%	3.8%	.5%	0%	3.58%
PRG	0	0	0	0	0	0	10%	0	0	0

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 PPG have a notice board in reception which advertises for new members, receptionists have actively tried to recruit members from ethnic / age groups not already represented on the PPG. We have had members during the year from other ethnic backgrounds and from different age groups, but these have tended to only come to one or two meetings and not come again. The demographic members listed above are those that have regularly attended and engaged in meetings throughout the last 12 months.

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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 there are not.

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

2. Review of patient feedback

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

The practice suggestion box.
Patient survey
Written and verbal complaints
Friends and family test in our last meeting

How frequently were these reviewed with the PRG?

3 monthly for suggestions and complaints, patient survey was reviewed once and so far the FFT has been reviewed once, but going forward the FFT will be a regular monthly agenda item.

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Upgrade the telephone system to make it easier for patients to get through, currently we have 12 lines, these are used for both incoming and out going calls.</p>
<p>What actions <u>were</u> taken to address the priority? 6 new outgoing telephone lines were installed in February 2015, these are for use by the GP's, so that the patient lines are not used for outgoing phone calls.</p>
<p>Result of actions and impact on patients and carers (including how publicised): The wait to get through to the practice on the telephone has decreased from an average of 12 minutes down to an average of 5 minutes.</p> <p>All patients were notified either by text or letter, signs were also placed all around the surgery and information was uploaded to the practice website.</p>

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Priority area 2
<p>Description of priority area: Increase appointment capacity to help cope with increasing demand</p>
<p>What actions <u>were</u> taken to address the priority? Various appointment systems were investigated, including visits to other practices and with the help of Health Bridge Direct and GP Access Ltd, The practice changed the appointment system to one based on telephone triage, this has increased our capacity by an additional 135 appointments per week.</p>
<p>Result of actions and impact on patients and carers (including how publicised): Patients have been able to get an appointment at a time convenient for them and they have not needed to come to the surgery unnecessarily. Patients do not need to telephone first thing in the morning, for fear of not getting an appointment, they can wait until later in the morning or afternoon and still get an appointment.</p> <p>All patients were notified either by text or letter, signs were also placed all around the surgery and information was uploaded to the practice website.</p>

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Priority area 3
<p>Description of priority area: Reduce numbers of patients who do not attend their appointments.</p>
<p>What actions <u>were</u> taken to address the priority? We introduce a patient text appointment reminder system and started writing to patients who did not attend their appointment. Signs were placed on notice boards and doctors doors, informing patients of lost GP time due to not attending an appointment, mobile phone numbers were collected by reception staff</p>
<p>Result of actions and impact on patients and carers (including how publicised): Small reduction in DNA's, but not significant. Patients all received text messages, DNA results were published in the surgery.</p>

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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):

Improve access – During the year the practice has introduced an additional 2 hours per day of surgery time, we are also open on a Thursday afternoon whereas we have been closed on a Thursday previously.

Patient privacy - We purchased a barrier to give patients more privacy at reception.

Fix the automated telephone booking system – The system is up and running which will make getting through on the telephones easier.

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4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 11th 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?

The practice has given us a notice board where we advertise for new members, the practice also handed out leaflets to patients asking them to join the PPG.

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

Feedback has come from complaints and suggestions given to the practice during the year, a practice survey carried out in 2014 and more recently from the friends and family test.

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

Yes, priority areas were agreed at a PPG meeting in February 2014.

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

It is very early since the implementation of the additional telephone lines and new appointment system, but early indications are that it is working well, patients are getting appointments with a GP of choice a lot easier, getting through on the telephones has improved. Text reminders have not been as successful at reducing non attenders as it was hoped, but now the new appointment system is in place this will also have an impact on non attenders.

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

The practice has engaged with the PPG through out the year, the practice manager or his assistant have attended every meeting

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and have kept us all informed of progress made towards our objectives.

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