

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: Church Elm Lane Medical Practice

Practice Code: F82005

Signed on behalf of practice:

Date: 31/03/2015

Signed on behalf of PPG: Virtual Group

Date: 24/03/2015

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: Email																																					
Number of members of PPG: 174																																					
Detail the gender mix of practice population and PPG:	Detail of age mix of practice population and PPG:																																				
<table border="1"><thead><tr><th>%</th><th>Male</th><th>Female</th></tr></thead><tbody><tr><td>Practice</td><td>2455</td><td>2870</td></tr><tr><td>PRG</td><td>71</td><td>103</td></tr></tbody></table>	%	Male	Female	Practice	2455	2870	PRG	71	103	<table border="1"><thead><tr><th>%</th><th><16</th><th>17-24</th><th>25-34</th><th>35-44</th><th>45-54</th><th>55-64</th><th>65-74</th><th>> 75</th></tr></thead><tbody><tr><td>Practice</td><td>1629</td><td>548</td><td>915</td><td>830</td><td>692</td><td>396</td><td>219</td><td>326</td></tr><tr><td>PRG</td><td>23</td><td>21</td><td>53</td><td>34</td><td>16</td><td>15</td><td>10</td><td>6</td></tr></tbody></table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1629	548	915	830	692	396	219	326	PRG	23	21	53	34	16	15	10	6
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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	2163	27	0	615	28	1068	11	35
PRG	36	1	0	8	0	0	1	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	81	43	109	24	53	889	75	129		288
PRG	3	2	7	0	20	42	3	20	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:

No specific group targeted

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

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

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N/A

2. Review of patient feedback

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

Patient Reference Group – email
Patient complaints
Face to face patient contact
FFT

How frequently were these reviewed with the PRG?

6 monthly

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Length of time waiting to see the Doctor.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Notices were placed around the surgery and also on patient prescriptions informing patients to book a double appointment if they needed to discuss more than one problem with the Doctor or Nurse.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Receptionists are now proactively asking patients at the time of booking an appointment if they wish to discuss more than one problem. The impact on patients has been minimal and advantageous to those who have booked more than one appointment. However, doctors are still asked to discuss more than one problem during consultations and often do.</p> <p>This has been publicised by notices around the surgery and also on prescriptions, this will also be included on our practice website.</p>

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Priority area 2

Description of priority area:

Able to pre book appointments further than one week in advance.

What actions were taken to address the priority?

We allocated 8 appointments per week that were bookable 2 weeks in advance, we also allocated 4 appointments each week that patients can book online.

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

It appears that the majority of the two week pre bookable appointments are being filled, however the online appointments do not appear to be so popular at present.

Our plans are to consider extending the amount of two week pre bookable appointments that we offer. We will advertise the online appointments more prominently on our website also.

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Priority area 3
<p>Description of priority area:</p> <p>Able to speak to receptionists at any time for any problem, i.e. results.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>This was discussed at our practice meeting to gain the views of our team. The consensus of opinion was that to keep the current arrangement for the following reasons:-</p> <ul style="list-style-type: none">• Requests for results take time which ties up the telephone lines and restricts access for patients wishing to book appointments.• Times set for dealing with such calls are at quieter times during the day to enable our receptionists to deal with them efficiently.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>No impact as no change in current arrangement.</p>

Progress on previous years

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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):

2012/13

- Discussions regarding use of additional rooms still ongoing
- New telephone system has been installed we have been experiencing some early “teething” problems and are working with the supplier to resolve

No changes were made as a result of the 2014 survey

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4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 24/03/2015

How has the practice engaged with the PPG:

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

No specific targeting of patient groups

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

Yes, via email, FFT, Face to face contact and patient comments/complaints

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?

Increased appointment options, double appointments to reduce waiting times.

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

We find it difficult to engage with patients using the group, but have found spending time in the waiting room talking to them more beneficial and represents the views of our patient population more directly.

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