

Patient Participation Enhanced Service 2015/16 Annex D: Standard Reporting Template

London Region North Central & East Area Team

Practice Name: Church Elm Lane Medical Practice

Practice Code: F82005

Signed on behalf of practice: Susan Ninan

Date: 31 March 2016

Signed on behalf of PPG: Virtual Group

Date: 29 March 2016

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: 80																																					
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>2814</td><td>3064</td></tr><tr><td>PRG</td><td>33</td><td>47</td></tr></tbody></table>	%	Male	Female	Practice	2814	3064	PRG	33	47	<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>1642</td><td>587</td><td>955</td><td>872</td><td>756</td><td>416</td><td>325</td><td>325</td></tr><tr><td>PRG</td><td>0</td><td>14</td><td>29</td><td>15</td><td>9</td><td>7</td><td>4</td><td>2</td></tr></tbody></table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1642	587	955	872	756	416	325	325	PRG	0	14	29	15	9	7	4	2
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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	2314	29	1	766	32	111	15	118
PRG	18	1	0	10	0	0	0	2

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	102	52	138	31	54	1234	106	24	2	749
PRG	4	2	5	1	0	25	0	0	0	12

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 is targeted; New patients are given information about the group and an application form in their registration packs when they first attend the practice. The group is also advertised on the practice website www.churchmelaneppractice.co.uk and application form can be completed online. Annually patient survey is carried out to collect feedback from patients coming to the practice. Annual report is published on the practice notice board and on the practice website.

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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

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:

An email was sent out to our PRG group with a link to the patient survey on Survey Monkey. The survey was also given out to patients who came in to see a GP/Nurse/HCA for their appointment during a 2 week period. Responses were collated and results of the survey published to the group.

Suggestion box in the reception area for patients to add any comments and suggestions.

Patient complaints and comments are reviewed and actioned in a timely manner – patients given the opportunity to discuss face-to-face their concerns with the GP concerned/Senior GP.

How frequently were these reviewed with the PRG?

Survey results are shared with the group annually.

Suggestion box in the reception area is available to patients daily and is checked on a monthly basis and necessary action is carried out.

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3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Reduce waiting times to see the GP/Nurses
<p>What actions <u>were</u> taken to address the priority?</p> <p>This area continues to be a priority area in 2015/16. A telephone triage system was put in place on Mondays, Wednesdays and Fridays to cover more number of appointments because patients highlighted that there were not enough appointments to give out for emergencies. This ensured that the GP could evaluate more number of cases and invite those to come in based on the need.</p> <p>2 week pre-bookable and online appointments are also continued to be offered and numbers vary depending on the uptake on a weekly basis.</p> <p>Nurses appointments available to book a month in advance and two 48 hour embargoed slots daily to accommodate those who need it on an emergency basis, i.e. dressings, injections, overdue child immunisations, overdue medication review etc.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The telephone system was put in place for most of 2015/16.</p> <p>Feedback from reception staff regarding telephone triage system – Receptionists spent longer explaining to patients the system;</p> <p>Feedback from GPs – Mondays was the busiest period of patients needing to see a GP; Wednesdays and Fridays didn't validate the need for telephone system and GPs felt that it would be effective to provide face-to-face 10 minute appointments for emergencies instead. This was effective from January 2016.</p> <p>Positive feedback regarding Nurse appointments highlighting that the appointment system is effective.</p>

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Priority area 2

Description of priority area: To make patients more aware of our online services (via practice website – booking appointments and ordering repeat prescriptions) and additional services (family planning, sexual health screening, smoking clinic, NHS health checks, Diabetic/Asthma review, travel clinic etc) provided at the practice.

What actions were taken to address the priority?

Receptionists proactively letting patients know of the online services – various means to order their repeat prescription – online through practice website, sending an email to the practice email address, telephone or in the drop box at the practice.

New patient registration pack includes a welcome cover letter to patients informing them of the additional services provided at the practice.

Receptionists proactively inviting eligible patients for NHS health checks

Smoking clinic provided to patients every Tuesday morning

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

We have an increased uptake of patients requiring family planning services. We actively work towards meeting the demand by providing additional sessions to our patients

Survey showed that majority of patients are aware of online booking services but not aware that they can order repeat prescriptions as well – posters and information publicised on practice website and patients are also able to access the online services via the website.

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Priority area 3
Description of priority area: Missed appointments
What actions <u>were</u> taken to address the priority? <ul style="list-style-type: none">- The practice monitors the number of DNA appointments on a weekly basis- Weekly numbers are publicised on the notice board in the waiting room and on reception to make patients aware to cancel appointments well in advance if they cannot attend to free up appointments for other patients who need it.- SMS reminder service to remind patients of their appointment.- DNA follow up letters are sent to patients who repeatedly miss their appointments – 1st formal letter, 2nd final warning letter; consequently practice manager speaks to the patient to understand the reason for DNA and highlight the importance of cancelling appointments if unable to attend.- Notice on the Jayex board in the waiting room
Result of actions and impact on patients and carers (including how publicised): Ongoing efforts to reduce the number of DNA appointments

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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):

- The practice has been granted funding for an additional consulting room. This work will be carried out in 2016 and an additional room will be available for the practice.
- Telephone system to direct calls specifically to the secretary to clarify progress regarding referrals, letters; prescription clerk for repeat prescription requests and 2 phone lines to manage appointments and other queries at reception; blood test result phone line available to patients during lunch hour, 1-2pm daily.
- Length of waiting time to see the doctor continues to be a priority area from the recent survey. Patients are being made aware if there is more than 30 minutes waiting time before they are seen. If there is significant delay, patients are phoned in advance and asked to come a later time to avoid waiting around especially those with infants.
- Receptionists are proactively asking for a brief reason before booking an appointment so that they can ascertain if the patient requires more than one (10 minute) appointment or double appointment to discuss their problems with the GP – also letting the patient know that the GP will discuss one problem per appointment to avoid disappointment.

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4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: 29 March 2016

How has the practice engaged with the PPG?

The practice has engaged with the PPG via emails. We update the PPG every 6 months unless there is anything sooner to report or obtain agreement. Patients are made aware that they can contact the surgery at any time with any suggestions or questions. The Practice Manager is also available 4 out of 5 days per week to speak to patients regarding their concerns.

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

The practice has made efforts to engage with seldom heard groups with surveys, Friends & Family survey forms and a suggestion box near the reception area

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

Yes, via email survey and survey questionnaire handed out to patients

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

The PPG was sent the collated results via email. We do not have an active face-to-face group to discuss suggestions. We will look to raise awareness and make the group more active in the coming years.

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

The annual survey overall was very positive with the exception of number of appointments available and waiting time to see a GP. The reception/admin team particularly received very positive comments on the service they provide to the patients.

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

In 2016/17, we look to make the PRG more active to welcome suggestions on the ways we can further improve our service by raising awareness and inviting carers to participate in surveys and provide feedback.