

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

London Region South LondonArea Team

Complete and return to: nhs.cb.lon-sth-pcc@nhs.net by no later than 31 March 2015

Practice Name: City Wellbeing Practice

Practice Code: F84114

Signed on behalf of practice: *Althea De Freitas* Practice Manager

Date: 25.03.2015

Signed on behalf of PPG: Christine Chesterman

Date:

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 & Email

Number of members of PPG: **8**

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	55%	45%
PRG	28.57	71.42

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	15%	13%	40%	18%	6%	4%	2%	2%
PRG	0%	0%	0%	0%	0%	14.2%	42.85	42.7

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	6%	1%	0%	14%	1%	1%	1%	12%
PRG	57.1%	0%	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	3%	3%	30%	3%	1%	1%	1%	1%	1%	1%
PRG	0%	0%	42.8%	0%	0%	0%	0%	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:

Information about how to join our PPG on the practice website, text messages , Jayvex screen in the waiting room, posters in the waiting room and invitations given to all new patients as part of the registration process. When any complaints are received we ask if complainants would like to play a more active role in helping to improve our service.

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<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>

2. Review of patient feedback

<p>Outline the sources of feedback that were reviewed during the year:</p> <p>We conducted a patient survey feedback from July – September that produced approximately 33 responses. We also took note from patient complaints and comments made on the website and in the practice</p>
<p>How frequently were these reviewed with the PRG?</p>

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These items are talked about at each meeting, but we hold a full meeting once a year that's main focus is on patient feedback

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Meeting Appointment Demand</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>We have introduced telephone consultation of all requests for urgent appointments on a daily basis. The Duty doctor aims to telephone the patient within two hours to assess the problem and either offer advice, prescription or an appointment for later that day if medically indicated. In addition we offer same day appointments to address same day need. 36 appointments are released daily at 8.30am.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Feedback suggests this has been very satisfactory to date and has improved patients access to the GP significantly. We are constantly monitoring and reviewing this service. We have published this on our website site and in the practice.</p>

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Priority area 2
<p>Description of priority area:</p> <p>To reduce Did not Attend appointments</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Posters and a message on the Jayvex screen informed patients of the monthly total of DNA's .. The PM sent letters to patients if they DNA'd after two appointments and a third letter was sent informing the patient that they would be removed from our practice list. Patients are also encouraged to sign up to our text messaging service, as this not only reminds them of the appointment, but they can also cancel and so freeing up the appointment for someone else.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The practice manager continues to monitor the monthly number of DNAs. The uptake in the number of patients receiving text message reminders has also increased . Monthly figures DNA figures are displayed in the practice surgery.</p>

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Priority area 3

Description of priority area:

Practice Website

What actions were taken to address the priority?

The practice website was completed redesigned to be more user friendly and current.

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

The website is more user friendly, interactive and up to date with current health issues. The website also has online facilities for ordering prescriptions, new registrations, patient access.

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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):

Improvement in waiting times to see GP

Better communication with the local community

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4. PPG Sign Off

Report signed off by PPG:

YES/

Date of sign off:

25.03.2015

How has the practice engaged with the PPG:

We hold regular meetings at the Practice and one patient has requested to participate via email.

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

We have actively encouraged recruitment of more members and there is an open invitation to all patients to engage with us in our practice leaflet, text messages and online to encourage participation.

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

We have had feedback from our patient survey, the National GP Survey and Friends and Family Test

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


The PPG were all mailed/emailed with the results and all comments from our survey and encouraged to discuss and offer ideas for the action plan.

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

We are already seeing a significant improvement in the areas highlighted.

Do you have any other comments about the PPG or practice in relation to this area of work?No

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