

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: Grovelands and Grenoble medical centre

Practice Code: F85072

Signed on behalf of practice: Dr Anshumen Bhagat

Date: 26-Mar-2015

Signed on behalf of PPG: Mrs Janet Renton (by email)

Date: 26-Mar-2015

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES / NO <ul style="list-style-type: none">• Yes
Method(s) of engagement with PPG: Face to face, Email, Other (please specify) <ul style="list-style-type: none">• Face to face (regular meeting with immediate group and wider PPG within CCG)• Group email
Number of members of PPG: <ul style="list-style-type: none">• 5

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4358	4606
PRG	3	2

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1867	767	1565	1417	1149	878	705	616
PRG						2	2	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	1419	187	8	3101	94	61	51	156
PRG	3							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	769	149	195	96	409	330	332	77	6	1
PRG	1				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:

- **Posters in waiting room inviting patient to become members**
- **Forum members actively encouraging other patients to join**
- **Plan to invite via (repeat script) system the hard to reach non practice attenders**
- **Practice working on system to scrutinise disease registers and invite from this group**

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- Practice event planned for April – Mental Health to be discussed -it is envisaged we will be able to enlist more members.
- Current profile of existing members is available on website

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?

YES

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

We have a large Asian population. We have 2 members of our PPG who form part of that group. We are increasingly registering more Turkish patients and look forward to identifying members from this group to join our PPG.

2. Review of patient feedback

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

- **Suggestion /comments box**

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- **Face to face**
- **Telephone**
- **Family/friend test**
- **Website**
- **NHS choices**

How frequently were these reviewed with the PRG?

- **Ongoing by Practice team and at Meetings by PPG members**

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ul style="list-style-type: none">• Please refer to attached action plan <p>Patients complaints re: Phone access to Practices</p>
<p>What actions <u>were</u> taken to address the priority?</p> <ul style="list-style-type: none">• Please refer to attached action plan• To consider solutions to this issue - as practice and PPG group members.• Cost potential options.• Consult with practice staff/PPG• Implement system/solution• Staff training
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• This issue has been resolved with the implementation of the new phone system. This a 3 site solution which uses fibre broadband to allow call hunting to happen across 3 sites. This should reduce waiting times on phones. We will monitor this.• This outcome will be published on our website along with this plan and in the waiting rooms

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Priority area 2

Description of priority area:

- Please refer to attached action plan

Engagement and involvement with patients across the three practices

What actions were taken to address the priority?

- Please refer to attached action plan
- Brain storm with PPG members how best this can be achieved.
- Identify best solution from list of brainstorming.
- Brain storming identified hold an annual event to which practice patients are invited.
- Invite Guest Speaker and have practice staff available
- Regular updates on Practice notice boards

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

- Date for the event agreed ✓
- Venue booked ✓
- Topic for discussion identified- Mental Health ✓
- Speaker has been identified- Dr Helmi Van Luer
- Invitations to be designed & agreed with PPG – discussed and being progressed
- Invitations to given to patients attending practice
- Identify practice staff member to collect and collate responses to invite
- Identify budget & source refreshments ✓

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Priority area 3

Description of priority area:

- Please refer to attached action plan

Management of Information and Communication

What actions were taken to address the priority?

- Please refer to attached action plan
- Maintain the existing established PPG meetings.
- Minutes of PPG meetings to be posted on website thus available to as many patients as possible.
- Maintain attendance at the larger Clinical Commissioning Groups (CCG) PPG meetings/events– this is a conduit for both receiving Information as well as sharing information from established groups.
- The Practice will look to improve and re-energise its website and in house TV - Using this then as a means of both educating and communicating with Patients
- Establish an information sharing medium- i.e. newsletter

A PPG notice board has been discussed this will have photographs of the PPG members and practice staff as well as their job profiles.

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

- A number of initiatives are already in place to address this issue.
- Photos and profile of PPG members completed
- staff photos pending
- Finalise current work on the practice newsletter by 30th April 2015

Website has been updated

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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):

- We have expanded the group significantly to reflect our population
- We now have an effective communication strategy within the group
- We have linked in with the CCG PPG committee and have active members
- We have organised and set up the areas first patient /practice annual event which covers not only educational stands but also a meet the team and feedback afternoon. This is a major milestone and we are very proud to have organised speakers to come and present. The local press have shown interest in this.
- We have a you SAY we DID approach now. We have had posters in all surgeries with this theme to show what we have done. This is also on the website

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4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off:

26-Mar-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?

- targeted list calls
- in consultation offerings with leaflet
- staff to offer this also inc nursing
- website
- carer register is active- we will aim to recruit from this register to present carers at the PPG

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

Yes see above

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

Yes- in its entirety

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

- We have better phone access
- We have an annual event to break down barriers between surgery and dpts
- Communication to pts has improved with the texting service, emails to practice and feedback online availability

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

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