Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: 301 East Street Surgery

Practice Code: G85721

Signed on behalf of practice: René Mehta ……………………… Date: 27/03/2015

Signed on behalf of PPG: Diesel Roberts ……………………… Date: 27/03/2015

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

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| Does the Practice have a PPG? **YES** | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) – **Face to Face & Email** | |
| Number of members of PPG: **17** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 4296 (53%) | 3878 (47%) | | PRG | 8 (47%) | 9 (53%) | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1399 (18%) | 923 (12%) | 2033 (25%) | 1583 (19%) | 1052 (14%) | 578 (7%) | 256 (3%) | 172 (2%) | | PRG | 0 | 0 | 1 (5%) | 2 (11%) | 4 (24%) | 3 (18%) | 4 (24%) | 3 (18%) | |
| 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\* | 1310 | 148 | 0 | 1378 | 59 | 65 | 54 | 208 | | PRG | 6 | 2 | 0 | 3 | 1 | 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\* | 75 | 55 | 41 | 100 | 200 | 2166 | 442 | 121 | 0 | 506 | | PRG | 2 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 |   \*Please note that the Practice does not have the ethnicity status for every single patient | |
| 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:  We have endeavoured to encourage membership of the PPG via recruitment notices in the surgery, the practice leaflet, practice website and opportunistically when members of the reception or clinical team see patients. Recruiting patients under 17-45 has proven difficult as this cohort of patients is often studying, working or caring for young families. The next PPG meeting is scheduled for an evening rather than an afternoon to see if this will encourage attendance. Our Reception Manager, Sharon Castello, has an excellent rapport with patients and has tried very hard to engage with those patient types not currently represented by the PPG which has proven successful to some extent. | |
| 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 population of Spanish speaking patients as well as those from a black African background. As we have staff from these ethnicities we have tried to encourage participation on an opportunistic one to one basis. This has resulted in a small increase in recruitment from these particular backgrounds but we will endeavour to do more to further improve upon these numbers. This year we have managed to recruit two patients of an Asian background to the PPG – a group which had not previously been represented. | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  NHS Choices reviews, opportunistic feedback, FFT since December 2014, feedback via practice website, Comments/Suggestion box |
| How frequently were these reviewed with the PPG? At each quarterly meeting |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:   * Set up a new practice website |
| What actions were taken to address the priority?   * The Practice Manager liaised with several suppliers and chose to work with a company called Neighbourhood Direct who specialise in websites for general practice * The website was set up, tested and quality assured by staff and patients prior to go-live * The web address was added to the new practice leaflet and the practice letterhead |
| Result of actions and impact on patients and carers (including how publicised):   * The website has been live since October 2014 and has proven beneficial to both staff and patients. We have been able to use it to publicise the flu campaign, holiday opening and closing times, share and publicise PPG information as well as all of the usual generic practice information. * The new Friends & Family Test is also available via the website for patients to complete and submit. Patients are also able to use the website to request online appointments and repeat medication as well as access to the other mandated online services; allergies, adverse reactions and medication. |

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| Priority area 2 |
| Description of priority area:   * Implement a Comments/Suggestions box at reception |
| What actions were taken to address the priority?   * It was recognised by the PPG that this would be a method of gaining feedback from patients who cannot attend any meetings but who still have useful feedback for the practice * Senior receptionist implemented a box at reception for patients to use a pre-defined form asking for comments/suggestions * This form has now been superceded by the Friends & Family Test (FFT) form * Patients can also leave feedback via the Comment section of our practice website |
| Result of actions and impact on patients and carers (including how publicised):   * Posters were displayed in the surgery asking for comments/suggestions * These were superceded by the FFT posters which were centrally distributed by NHSE in late 2014 * Comments/Suggestions are also collected by the practice website, wherein patients can contact the practice directly * The feedback has been extremely positive. Some of the comments received include:   *“The nurse made me feel comfortable and relaxed for my first screening” “I was listened to and felt comfortable” “Extremely good, caring and efficient service” “I always receive a great service from all staff when I call and visit the surgery”* |

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| Priority area 3 |
| Description of priority area:  Giving patients online access to immunisation data |
| What actions were taken to address the priority?   * This year NHSE mandated that all surgeries must offer the following online services to its patients; allergies, adverse reactions and medication, appointment booking and repeat prescriptions. * The PPG agreed that it would be beneficial for patients to also have access to immunisation data * Staff training was received from the practice’s allocated IM&T Facilitator (via the Commissioning Support Unit) on 16th January 2015 and the functionality enabled within the computer system |
| Result of actions and impact on patients and carers (including how publicised):   * The functionality was publicised in the surgery and via the practice website * Anecdotal feedback from patients is that they really appreciate having quick access to this data without having to contact the surgery to enquire, especially when they need to know what travel vaccines they have had previously * This has also proven popular with parents due to the fact that child immunisation data is traditionally kept in the “red baby book” which can often be lost/misplaced |

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Last year the PPG set the following as priority areas:

1. Implementation of online appointment booking and repeat prescription requests via EMIS Web and its partner website for patients; <https://patients.emisaccess.co.uk>
2. Reception staff to publicise this new functionality via posters and opportunistically
3. Links to the aforementioned website within the new practice website when it goes live
4. The practice will continue to lobby Southwark CCG to maintain practice based counselling services

1-3: All of these priorities were completed by 31st March 2014 and this functionality was also extended to the surgery’s own practice website from October 2014.

4: Dr Bradford and the Practice Manager have engaged in discussions with Southwark Clinical Commissioning Group (CCG) regarding the future of counselling services at the practice. The service is currently due be available until at least December 2015. If the CCG decides that the service needs to be withdrawn or hosted elsewhere, then the practice will continue to lobby the CCG to maintain the service at the practice.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 27/03/2015 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?  Has the practice received patient and carer feedback from a variety of sources?  Was the PPG involved in the agreement of priority areas and the resulting action plan?  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  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 at face to face meetings every three months and via the practice website. As already noted on this report, the practice has tried to engage with seldom heard groups in the practice population by means of opportunistic intervention by the clinical and administrative staff. This has succeeded to varying effect with new members joining from South American and Asian backgrounds – two ethnicities that had not previously been represented. We will continue to do our best to engage with other seldom heard groups and will continue to promote the North Southwark locality PPG meetings and the Clinical Commissioning Group’s (CCG) training for PPG members.  There is a range of means for patients and carers to give feedback about the surgery and its services e.g. online via NHS Choices or the practice website, verbally and via paper forms held at the practice. In December 2014, the practice implemented the new Friends & Family Test (FFT). FFT asks patients whether they would recommend the practice to their friends and family on a scale ranging from very likely to very unlikely. They are also asked to add any further comments.  These FFT ratings were reported online to NHS England from January 2015  Practice received 10 responses in December; 7 extremely likely, 1 likely and 2 extremely unlikely  Practice received 37 responses in January; 25 extremely likely, 10 likely and 2 neither likely nor unlikely  Practice received 15 responses in February; 21 extremely likely and 1 likely  Patient feedback is reviewed at each PPG meeting.  The practice also hosts Southwark Carers on the first Tuesday afternoon of every month. Patients and/or their carers can have an appointment with Southwark Carers at the surgery to learn about what support this valuable organisation can offer i.e.; benefits advice, counselling, respite etc...  The priority areas in this report were agreed with the PPG in June 2014 and progress has been reported back at subsequent meetings. This final report was agreed on 27th March 2015.  The service offered to patients as a result of the implementation plan has improved in so far as the practice has been able to provide more useful services to its patients in the form of;   * providing a new practice website that offers patients a simple way of finding out what the surgery has to offer as well as acting as a portal for appointment and prescription requests * providing a comments/suggestions box at reception and online via the practice website to gather patient feedback * providing access to immunisation data online for those patients who would like it   The practice and the PPG would very much like to continue to offer an improved service to all of its patients and welcomes further input from any patients wishing to join the group on a regular or semi-regular basis. |