

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

London Region South East Area Team

Practice Name: Crook Log Surgery

Practice Code: G83061

Signed on behalf of practice: Romena Chowdhury

Date: 30.03.2015

Signed on behalf of PPG: Linda Alexander

Date: 30.03.2015

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: Face to face and Email.																																					
Number of members of PPG: 14																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>48.25</td> <td>51.75</td> </tr> <tr> <td>PRG</td> <td>14.28</td> <td>85.71</td> </tr> </tbody> </table>	%	Male	Female	Practice	48.25	51.75	PRG	14.28	85.71	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>19.87</td> <td>9.77</td> <td>11.15</td> <td>14.49</td> <td>14.46</td> <td>11.15</td> <td>9.89</td> <td>9.43</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td>7.14</td> <td>42.85</td> <td>21.42</td> <td>21.42</td> <td>7.14</td> <td>7.14</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	19.87	9.77	11.15	14.49	14.46	11.15	9.89	9.43	PRG			7.14	42.85	21.42	21.42	7.14	7.14
%	Male	Female																																			
Practice	48.25	51.75																																			
PRG	14.28	85.71																																			
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75																													
Practice	19.87	9.77	11.15	14.49	14.46	11.15	9.89	9.43																													
PRG			7.14	42.85	21.42	21.42	7.14	7.14																													

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

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	60.01	0.47	0	5.52	0.36	0.34	0.39	0.90
PRG	0.22	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	0	0	0.27	0	0	0	0	0	0	0
PRG	0	0	0	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:

1. Invitation via practice website
2. Face and face invitation
3. Invitation by GP
4. Leaflets and posters in practice

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

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:

N/A

2. Review of patient feedback

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

1. Face to face meeting
2. NHS Choice
3. Practice Website
4. Email to Practice Manager
5. GP feedback to practice (acknowledged during GP consultation)
6. Friends and Family (started on December 2014)

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

How frequently were these reviewed with the PPG?

Approximately 8 weeks during face to face PPG meeting.

24th April 2014, 16th July 2014, 22nd August 2014, 29th October 2014, 7th January 2015, 11th March 2015.

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

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Reception and booking system.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Discussed by the Practice Manager about possible changes such as staff training and meeting with staff members. Also notice in reception and waiting area of consultation room.</p> <p>Contacted with INPS to make changes of booking screen so that patient do not have to queue up to inform their appointment attendance in reception.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Staffs are more welcoming and working hard to provide best customer service. Any complaints from patients discuss in staff meeting so that changes can be make and staff can improve their service.</p> <p>Patient does not have to wait in the queue to attend their appointment. Information is available in website to inform use the self-booking service instead of waiting in the queue.</p>

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

Priority area 2

Description of priority area:

Telephone Access

What actions were taken to address the priority?

Telephone contract has been changed and agreed with provider so that all calls can be recorded to identify the training need and provide customer service more effectively.

Also introduction of patient queue position system has been agreed with provider.

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

By recording every call and regular monitoring will allow the practice to identify the need and to understand the queries. It will also help the staff to improve their response for individual problems/ situation.

Information on queue position in telephone will allow the patients to know their position and waiting time during the busy hours.

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

Priority area 3
<p>Description of priority area:</p> <p>Appointment System</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Practice has planned the changes on appointment system. Practice will provide more appointment to walk-in patient and on the day/ urgent problem. Practice has allocated Duty-doctor every day in a week. Any urgent message from patients will go to duty doctor to take action. A telephone appointment will be offer for triage the patient. Depending on problem clinicians will decide further action.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Elderly and children are priorities to see a clinician on the day. Also urgent messaging and triage system to clinician will allow the practice to reduce the risk of hospital admission.</p>

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

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):

Patient access in premises.

More clinicians are available in the practice.

Telephone triage system.

Patient record and result handling.

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

4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off:

30.03.2015

How has the practice engaged with the PPG:

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

Information available in practice website. Also clinicians offer to join the PPG whenever possible during consultation time. Also current PPG members encourage other to join and share their views.

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

PPG Feedback Box (available in reception area)

Email to PM

PPG committee

Friends and Family survey

Doctors Dialogue via practice website.

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

All the priority areas have been discussed with PPG members. Practice planned and made changes and waiting for the result to

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

be providing by the PPG group and practice staff.

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

PPG appreciates some of the changes done recently. Practice and PPG would like to discuss the priorities regularly and allow some time to changes to take place so that alternative can be discuss in future.

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

PPG would like to be involving more in practice changes. Also PPG would like to hear from practice regarding any changes and updates. PPG is keen to understand practice need and find the solution together with practice.