

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: The Willows Medical Practice

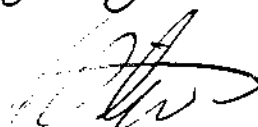
Practice Code: F86057

Signed on behalf of practice: Pam Gentry



Date: 26.03.15

Signed on behalf of PPG: Chris Oliver



Date: 26.03.15

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 meetings monthly. E-mail

Number of members of PPG: **14**

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3128	3487
PPG	5	9

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1354	618	821	859	857	563	517	471
PPG	0	0	0	1	2	3	6	2

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	3415	5	0	204	11	71	30	
PRG	1090	3	0	373	5	37	18	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	83	28	34	1	30	71	11		0	
PRG	38	12	10	0	18	37	5		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: **There are posters on every door in corridors and consulting rooms asking patients for their e-mail addresses as a means on communication. We have a section on the registration questionnaire which asks for e-mail addresses. Hand out slips are at reception for patients to update their contact detail which includes e-mail address. Minutes of PPG meetings are circulated via e-mail and e-mail invites patients to become members of the PPG. Quarterly newsletters also mention invitation to participate in PPG. The newsletter is e-mailed to patients, posted on the PPG notice board in the waiting area and a copy is sent to the local nursing home. Reception staff also promotes PPG membership.**

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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:

Patient survey in July
NHS Choices website
Comments from 'Friends and Family' results which we started in November 2014

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How frequently were these reviewed with the PRG? As they happened

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3. Action plan priority areas and implementation

Priority area 1

Description of priority area: **Appointments to chosen GP. Appointments with any doctor**

What actions were taken to address the priority? **Installation of up graded telephone lines to enable doctors to dial out without hindering incoming calls. New telephone triage appointment system adopted. Patient contact via MJOG text messaging service.**

Result of actions and impact on patients and carers (including how publicised): **A letter was sent to each and every patient aged 18 years and over explaining how the new system would work and a start date. Posters were displayed in the practice waiting room and e-mails were sent to every patient with an e-mail address**

**Results: Patients are now able to speak to the doctor of their choice and if the doctor feels it necessary the patient will be seen the same session or after discussion a suitable time/day for both.
Paradigm shift in reduction in missed appointments following implementation of MJOG.
As a result of implementing triage system every patient is attended by a doctor on the day they call.**

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Priority area 2

Description of priority area: **Medicines wastage.**

What actions were taken to address the priority?

Identified in PPG meetings communicated to Medicines Management team for investigation

Result of actions and impact on patients and carers (including how publicised): **Medicines Management team escalated problem.**

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Priority area 3
Description of priority area: Referral letters to be automated in Microtest system
What actions <u>were</u> taken to address the priority? Investigating integrated dictation software
Result of actions and impact on patients and carers (including how publicised): To be determined

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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):

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4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 26.03.2015

How has the practice engaged with the PPG:

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

Has the practice received patient and carer feedback from a variety of sources? **Yes Through PPG**

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

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

Do you have any other comments about the PPG or practice in relation to this area of work? **Relationship and effectiveness has improved over time.**

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