

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 OLD COURTHOUSE SURGERY

Practice Code: E83012

Signed on behalf of practice: *T Rudge*

Date: 13.3.15

Signed on behalf of PPG: M Lewis

Date: 16.3.15

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) Email and letter											
Number of members of PPG: 59											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	3562	4134	Practice	1437	644	1099	1007	1127	954	782	646
PRG	19	40	PRG				19	14	9	14	3

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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	4505	48		27	2	32	18	237
PRG	38			12			1	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	113	26	20	46	5	73	32	22		2490
PRG	5					3				

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:

Our PPG is widely advertised i.e. on our website, in the practice on posters, a quarterly newsletter and invited by GP's when being seen by them.

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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:

Minutes and reports on website, results of surveys
Correspondence with our virtual group
Friends and family test (although this was only commenced in the practice towards the end of 2014)
NHS choices
Website patient comments
Iwantgreatcare

How frequently were these reviewed with the PRG?

Annually with reports on the website

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Patients not being able to get an appointment with nurse</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>We are training a member of staff to become a health care assistant. She will then be able to carry out certain areas such as flu and pneumonia vaccinations, B12 injections, ear care, dressings.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This will then free up the practice nurse to concentrate on chronic disease and more triage and there are more appointments now available for patients. Publicised on our website</p>

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Priority area 2
<p>Description of priority area:</p> <p>Patient toilet – in need of decoration. Patient's have been complaining that the toilet area is dirty and shabby</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>We have organised the re-decoration of this patient toilet. This should be completed in a couple of weeks</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Happy patients. Patients are now much happier with the facilities. Publicised on website</p>

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Priority area 3

Description of priority area:

Electronic prescriptions

What actions were taken to address the priority?

We set up with our local pharmacies for electronic prescribing and then advised our patients on our website and when they came into surgery to collect their prescriptions.

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

This has resulted in ordering and collecting prescriptions a much easier process for the patients and their carers. They now only need to visit the pharmacy instead of making two journeys.

This has been publicised in our surgery and on our website.

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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):

Telephone systems; As a result of listening to our patients complaining about our telephone system and being unable to get through on our lines, we took their comments on board and looked at changing our phone system. We found a system that was suitable and had this installed. This then gave us extra telephone lines and queue waiting, advising patients where they are in the queue.

The patients seem to like the new system and find it much easier to get through to the surgery. This has resulted in less frustration for the patients and less complaints

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4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 16.3.15

How has the practice engaged with the PPG:

By email

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

Yes, friends and family test

Choices webset

Iwantgreatcare

Practice website

Posters and practice

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

Yes from all of the above

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

Yes our action plan was developed over a 3 year period

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

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One of our GP partners is closely involved with Barnet carers group and has involved them in the action plans and decisions. Do you have any other comments about the PPG or practice in relation to this area of work?

We would like to look at setting up an additional PPG that meets face to face, possibly bi-annually

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