

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

London Region North West Area Team

Complete and return to: england.lon-nw-claims@nhs.net by no later than 31 March 2015

Practice Name: **ST MARTINS MEDICAL CENTRE**

Practice Code: **E86033**

Signed on behalf of practice:



Chinmayi Raj (Business Manager)

ACMA, B.Sc. Maths with Computer Science [Joint Hons]

Date: 30/03/2015

Signed on behalf of PPG:



John Symons (PPG – Acting Chair)

C.Eng, B.Sc. Eng [Hons]

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, Email, Other (please specify)

Face to Face, Initial Group Meetings, Telephone, Email and Written Correspondence. The PPG executive committee was only formed in Jan 2015 and has had only a few of meetings to date. The PPG executive committee will be looking to meet more regularly on a quarterly basis, attended by the business manager and any other relevant clinician or staff member.

Number of members of PPG: Seven members in our PPG Executive Committee and three others supporting the PPG. Total of ten PPG members.

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Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:									
	Male	Female	Total		<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Total
Practice #	2901	2827	5728	Practice #	1052	465	865	836	803	675	545	487	5728
Practice %	51%	49%	100%	Practice %	18%	8%	15%	15%	14%	12%	10%	9%	100%
PPG #	7	3	10	PPG #	0	0	2	0	1	1	1	5	10
PPG %	70%	30%	100%	PPG %	0%	0%	20%	0%	10%	10%	10%	50%	100%

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 #	1054	28	0	0	15	11	16	0	
Practice %	52%	1%	0%	0%	1%	1%	1%	0%	
PPG #	4	0	0	0	1	0	0	0	
PPG %	40%	0%	0%	0%	10%	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 #	674	58	34	78	25	12	7	16	1	0
Practice %	33%	3%	2%	4%	1%	1%	0%	1%	0%	0%
PPG #	4	0	0	0	1	0	0	0	0	0
PPG %	40%	0%	0%	0%	10%	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:

- Open to all interested patients.
- Flyers promoting sign-up to PPG.
- Doctors, Nurses identifying patients who are part of the demographic mix during their consultations and promoting PPG to patients.
- Management and Staff identifying patients who are part of the demographic mix from patient contact and promoting PPG to patients.

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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. Standard Population

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

Not Applicable

2. Review of patient feedback

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

- Oral presentation to doctors
- Three surveys undertaken in FY2013/14 and monthly FFT feedback survey made available via a tablet since Dec 14 for FY2014/15
- Complaints/comments received by letter, telephone and verbally

How frequently were these reviewed with the PRG?

- PPG's aim to review quarterly, however due to the late set-up of the PPG group this year the review was only recently undertaken. Data used consisted of the three surveys from FY2013/14 compared against the FFT feedback from Dec 14, 2014 Jan 15 and Feb 15 2015. Other sources used consisted of NHS Choices, verbal, telephone and written feedback received.

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ol style="list-style-type: none">As part of extended hours offered by surgery outside of core surgery hours, patients preferred early morning sessions instead of late evening sessions.As part of the network (MetroHealth) initiative our objective was to provide out-of-hours i.e. weekend access to all over 75's at risk.
<p>What actions <u>were</u> taken to address the priority?</p> <ol style="list-style-type: none">Extended hours were implemented by the practice.The surgery is part of a network consisting of 12 neighbouring practices with a combined patient population of 68,800. The scheme is designed initially to provide continuity of care at weekends for the "at risk" patients who are over 75 years, which would have been identified through the risk stratification and care planning in our constituent practices. This new service will be run by general practitioners employed to work weekend shifts and on Bank Holidays.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ol style="list-style-type: none">Extended Hours: Early Morning Sessions<ul style="list-style-type: none">Survey in FY2013/14 helped to identify that the late evening sessions on offer were not as favourable to those patients and they preferred early morning sessions – implemented.Published large notices in reception.Positive Feedback.Out-Of-Hours: Weekend Service for Over 75s<ul style="list-style-type: none">Due to this service only recently being initiated, it has not yet been published nor its impact assessed.

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Priority area 2
<p>Description of priority area:</p> <p>Provision of good service to patients and carers. Questionnaires indicated high positive feedback by patients in all areas - confirmed by analysis of PPG.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Patients were asked for feedback proactively via surveys, verbally and or FFT tablet in both the main Ruislip and Ickenham surgeries.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>FFT reports have been submitted online for the following months; Dec 2014, Jan 2015, Feb 2015.</p>

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Priority area 3

Description of priority area:

Prepare an awareness campaign to educate and inform patients to use the Patients Choice online booking facility.

What actions were taken to address the priority?

- Promotion via receptionists verbally is currently in place.
- Work in progress – Basic surgery website has been created and is now online, currently requires updating and will include information on accessing online services.
- To hand out flyer.

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

- Would assume more positive feedback, which would help to back up the existing positive feedback we have been receiving from many different sources on our existing services.
- Patients online access between FY1314 (573 patients) compared to FY1415 (589 patients) has increased by 16 patients (2.8%). PPG will help to improve this going forward.

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Progress on previous years

Is this the first year your practice has participated in this scheme?

YES.

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

Not Applicable.

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4. PPG Sign Off

Report signed off by PPG: **YES**.



John Symons (PPG – Acting Chair)

C.Eng, B.Sc.Eng [Hons]

Date of sign off: **March 30, 2015**

How has the practice engaged with the PPG:

- Face to Face and Group Meetings, Attendance at Network (MetroHealth) PPG meeting and Telephone.

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

- Flyers to promote PPG, Verbal and Telephone communication with patients to make it inclusive to all.
- Doctors targeting specific demographic group during when patients attend the consultation appointment to see if they were interested.

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

- **YES**. Sources include; Internal surgery surveys, External surveys i.e. MORI, FFT tablet, Telephone, Written, Verbal, NHS Choices feedback (Recent positive feedback received on 19/03/15) and also from 'Over 75 weekend and bank holiday contact and visit service' run by GP network (MetroHealth).

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

- **YES**. In conjunction with the surgery.

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

- As this is the first year the PPG has formed we have tried to consolidate all recent and past feedback for service improvements.
- Improved patient attendance for early morning extended hours compared to late evening sessions, latter which surgery used to offer.

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

- Our PPG was only recently formed. The 'take up' by patients volunteering to be part of PPG was slow even though we have been trying to form a PPG group. Posters were up promoting 'Volunteering for PPG' since June 2013.
- Our PPG has had two formal meetings, is now looking to consolidate from April 2015.

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