

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 on 30 March 2015

Practice Name: Heathfielde Medical Centre

Practice Code: E83003

Signed on behalf of practice: Chamila Perera

Date: 22/03/ 2015

Signed on behalf of PPG: Stewart Block

Date: 22/03/ 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 meeting every quarter and Email, PPG notice board in reception with up to date information and the practice web site <http://www.heathfieldmedicalcentre.nhs.uk/> (PPG minutes on the web site)

Number of members of PPG: 22 plus two local pharmacists

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	46%	54%
PRG	35%	65%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice								
PRG					5%	25%	25%	45%

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								
PRG	95%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG	5%									

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 advertise PPG on our practice leaflet.

Also We inform new patients when we do the registration by giving a practice leaflet.

A separate notice board in our waiting area for PPG.

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We advertise PPG on our LED screen(Patient calling screen) and the practice web site <http://www.heathfieldmedicalcentre.nhs.uk/>

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,

Large number of elderly population

Large number of British /Ethnicity

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

We advertise PPG on our practice leaflet.

Also We inform new patients when we do the registration by giving a practice leaflet.

A separate notice board in our waiting area for PPG.

We advertise PPG on our LED screen(Patient calling screen) and the practice web site <http://www.heathfieldmedicalcentre.nhs.uk/>

These measures were successful as we had some new PPG members joined this year 2014/ 2015.

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2. Review of patient feedback

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

Friends and Family test

Complaints, patient comments and suggestions.

PPG chair Mr. Stewart Block is Co-Chair of Barnet health watch and Primary care Group and received a Barnet civic award from my desk.

How frequently were these reviewed with the PRG?

Every Quarter

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Patient access and appointment system</p>
<p>What actions were taken to address the priority?</p> <p>We have tried to address this issue by reviewing the appointment system. We managed the demand for the urgent appointments by increasing the amount of urgent appointments on Monday and Friday. We allocated all urgent appointments in between all the doctors work on the day.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients commented on Friends and family test and comments box saying currently very happy with the appointment system. Recent survey instigated by PPG showed 2/3 of "urgent" appointments not urgent by GP standards. We are developing a plan to address this issue.</p>

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Priority area 2

Description of priority area:

Encourage patients to use our web site for appointments and prescriptions

What actions were taken to address the priority?

Discussed with the PPG that we need to encourage patients to use practice web site for appointments and prescriptions.

Displayed posters in the waiting area

Encourage patients to sign up for online appointments and prescriptions.

Inform patients about online appointments and prescriptions on new registrations.

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

Our online booking system and Electronic prescription order online is getting better and we are trying to get more patients to use our online facility

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Priority area 3

Description of priority area:

Improve Practice/patient communication.

What actions were taken to address the priority?

Update and developed the Practice website.

Update and distribute the practice leaflet

And also update the LED screen in the waiting area

Displayed posters with latest information for patients

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

Website now has up to date information for patients.

Patients are happy with the practice and Practice leaflet, LED screen in the waiting area and posters are help full for patients.

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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):

Continue to promote and develop the role of PPG -PPG information on the practice website, posters and Practice leaflet.

- Continue to actively promote online services- all newly registered patients are given practice leaflet
- Update information in waiting area- these displays are now reviewed and updated on a monthly basis.

Still difficult to get PPG members to enter into e-discussions and volunteer for sub-groups to address particular issues. They like to complain but are reluctant to address issues raised. We need to work more closely with NAPPPG and get a better understanding of GPs commitment to the PPG. Might also be useful to encourage a receptionist to attend meetings. (comment from Chairman).

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4. PPG Sign Off

Report signed off by PPG:
YES

Date of sign off: 22/03/ 2015

How has the practice engaged with the PPG: Yes, Face to face on regular meeting, emails, posters and the web site

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

We look after seldom heard groups and specialist in-house service for these patients and we distribute leaflets such as social services.

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

Friends and Family Test

Choices Website

Suggestion box in Receptions

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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?

We managed to improve communication, online booking and appointment system.

Do you have any other comments about the PPG or practice in relation to this area of work? Yes, we need, alongside all other GP practices, to develop an ongoing communication plan so that patients know who to go for what. It would also be helpful if NHS England could develop a communication plan stressing that patients' health is patients' responsibility. We cannot work effectively in a national communication vacuum. (Comment from PPG Chairman).

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