

Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Caversham Group Practice

Practice Code: F83022

Signed on behalf of practice:



Date: 17th March 2015

Signed on behalf of PPG:



Date: 17th March 2015

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES
Method of engagement with PPG: Face to face, Email or letter, PPG information board and practice website
Number of members of PPG: 233

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	6243	290	0	336	134	125	118	211
PRG	143	8	0	28	3	2	1	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	128	29	630	136	27	893	175	152	4	4609
PRG	2	1	2	0	0	6	3	0	0	26

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:

- PPG representative attended baby clinic to encourage patients with young children to join the group
- PPG chair visited BME (black minority ethnic group) centre to encourage patients to join the group
- Letter sent to housebound patients with PPG leaflet and form to join virtual group
- Contacted interpreting services with PPG leaflet. When interpreters came to practice receptionists encouraged patients to join the group via interpreter. Somali & Bengali translation of PPG leaflet received from interpreting services. These handed out to patients opportunistically by receptionists and interpreter.
- In process of arranging a visit to Surma centre (Bengali community centre)
- Patient representatives, receptionists and admin staff spending time in waiting room to recruit patients to join PPG

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**

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

We need more representation from under 45 years population. The practice took following steps:

- A Patient representative attended the baby clinic to encourage mothers (parents with children under 5 years of age) to join and be active members of group
- New patient registration form amended and now incorporates PPG sign up request
- Reception and admin staff targeted these demographics while in waiting room encouraging them to join the group

Comparing to last year figures the number of patients under 45 years in PPG group has increased significantly. Last year PPG demographics were submitted in PPG report and published on website.

2. Review of patient feedback

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

Practice reviewed feedback via following sources:

- Patient Complaints
- NHS Choices
- Verbal feedback
- Feedback received in comments box
- Comments received via 'Friends & Family Test'

How frequently were these reviewed with the PRG?

From the above PPG reviewed feedback received via NHS choices, verbal feedback and feedback in comments box once last year in October.

This is a six monthly agenda item and will be discussed now in next PPG meeting in April.

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 387 589 419">Description of priority area:</p> <p data-bbox="203 459 1469 491">Change the recorded message so that it is less confusing and explains the types of appointments available.</p>
<p data-bbox="203 568 887 600">What actions were taken to address the priority?</p> <p data-bbox="203 639 1995 703">The outgoing message was changed by Dr Toeg to make it more clear, concise and easy for patients in November. The message was again changed in February when the practice had new automated booking system.</p> <p data-bbox="203 730 2045 794">The automated appointment booking system was introduced to alleviate pressure on incoming calls and reduce waiting time allowing patients with queries to get through to receptionist quickly.</p>
<p data-bbox="203 871 1312 903">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 943 2045 1007">Positive feedback received from patients regarding answering message to receptionists. This is publicised on practice information board in waiting room and will be published on our website soon. Receptionists opportunistically inform patients about the automated booking system.</p>

Priority area 2

Description of priority area:

To develop outreach strategies for patient group to continue to try to reach under-represented sections of patient list.

What actions were taken to address the priority?

- Continuing to add to the list of patients willing to be contacted by email by the patient group
- Displaying an invitation to the patient group on TV screen in the waiting room
- Discussing with multidisciplinary groups to encourage them to express their views using patient group
- Having presence in surgery waiting room for patients to discuss with staff and group members about the group
- Putting up a notice board advertising the group
- Dedicated tab on the practice website for PPG.
- Talking to interpreters who are booked for patients to inform them about the group

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

- Above points demonstrate the actions taken and publicised
- More patients in PPG resulting in a wider representation compared to last year

This is an ongoing priority for practice & PPG

Priority area 3

Description of priority area:

Having themed events or education talks as part of patient meetings which might attract a more diverse membership

What actions were taken to address the priority?

- Pippa Wady from Camden CCG invited to talk about data sharing
- Dr Stephen Amiel spoke about Camden practices working together to form a federation

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

Data Sharing

- 3 initiatives currently into existence are Summary Care Record (SCR), care.data and CIDR (Camden integrated Digital Record)
- Patients more clear on difference between the three and informed about safeguards in place to protect patient data
- Patients given summary on how they may opt out of them if they wish
- Dedicated tab on practice website

Federation

- GP practices in Camden together will form a federation with objective of having access to a GP 8-8pm 7 days a week and moving specialist services (e.g. Heart Failure, Diabetes, Anticoagulation) into GP practices.
- Concerns raised by patients were shared
- Haverstock Healthcare owned by Camden GPs will be placing a bid for services with the aim of offering access, continuity of care and ensuring care is close to patient and GP
- Minutes of the meeting emailed to PPG, on PPG notice board and on practice website.

Progress on previous years

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

Progress on issues raised in previous years is as follows:

- Practice now has an established PPG owned by patients with support of the practice. PPG appointed joint chairs in February 2014 who with the support of the practice lead the group.
- Dedicated notice board installed in waiting room in July 2014 displaying practice specific notices on how to book an appointment, order a repeat prescription, triage doctor, online appointment booking, appointment cancellation. This information was also uploaded on practice website at the same time.
- Practice continually obtaining/updating mobile number for patients. Text message appointment reminders are now sent 48 hours in advance rather than 24 hours following feedback from PPG. This action was completed in April 2014.
- Practice unable to set up dedicated nurse minor illness clinic due to nurse capacity issues. However we have now recruited a locum nurse to increase nurse appointments. The practice has instead increased same day GP appointments to be used by triage doctor to see minor illness patients.
- Automated telephone appointment booking available so patients could through the phone quickly for other queries. This service went live in January 2015. The delay was caused due to communication issues between service provider and BT
- Online appointment booking is now available via patient access. This service went live in March 2014.
- An appointment re-audit done to check the DNA rate for the practice showed no improvement compared to last year

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG: Via letter/emails, meetings and practice website.

How has the practice made efforts to engage with seldom heard groups in the practice population? This is via visiting few ethnic minority group community centres, contacting interpreting services, writing to housebound patients having information on PPG board in waiting room and on TV screen in reception

Has the practice received patient and carer feedback from a variety of sources? **Yes** via NHS Choices, patient complaints, Friends & Family Test, comments box

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?

- Notice board in waiting room is very informative with regards to updated practice systems in place
- Telephone message more clear and concise
- Online appointments and automated booking services reduced call handling waiting time as patients do not have to wait to speak to a receptionist over the phone.
- Following talks on data sharing and federations patients are more aware of changes affecting their care currently happening in practice, locality, Camden borough and nationally.
- The group is more wider representation of practice patient population

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

The actions taken are ongoing to continually engage more patients and foster strong relationship between practice and patients. Priority areas agreed with the PPG has enabled the practice to improve patient focused areas of services.