

Patient Participation Enhanced Service 2015/16 Annex D: (PPG Survey Report 2015/16)

London Region North Central & East Area Team
Complete and return to: england.lon-ne-claims@nhs.net no later than 31 March 2016

Practice Name: **Abbey Road Medical Practice**

Practice Code: **F84111**

Signed on behalf of practice: **Mrs Ghazala Jarwar (Practice Manager)**

Date: **17 March 2016**

Signed on behalf of PPG: Hanna Plakhtienko

Date: 18.03.2016

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)

We used several different methods to encourage patients to join our PPG. The methods are as follows:

- Practice leaflet
- Information on the screen in the waiting area.
- Displaying poster.
- Face to face meeting.

Our aim was to get a representative from all ethnic groups.

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Number of members of PPG: 12

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4035 (52%)	3603 (47%)
PRG	6 (50%)	6 (50%)

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1031 13.4 %	1013 13.2%	1461 19.1%	1671 21.8%	572 7.4%	771 10.0%	418 5.4%	277 3.6%
PRG	0	1 0.01%	0	0	3 0.03%	4 0.05%	3 0.03%	1 0.01 %

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	343	49	9	944	61	26	28	72
PRG	2	1	0	3	0	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	288	201	799	151	166	1230	454	356	31	
PRG	4	0	1	0	0	1	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:

This year after trying very hard to get more people from different ethnic groups and age groups we found it very difficult.

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We also encouraged patients at the front desk to participate in the patient forum. Our aim was to target patients from all age and ethnic groups; however the response was not very positive due to work and other commitments, mainly from the younger generation, people who work and parents of young children.

We tried our level best to get a mixed group of patients but it was very difficult to find patients that fit all the criteria for the 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?

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:

Annual Practice survey, Patient Complaints review and comments and suggestions from patients and from NHS choice website.

How frequently were these reviewed with the PRG?

3 times a year.

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><u>Appointments:</u></p> <p>From our survey results it shows that our appointment system has improved from the previous year, however from reviewing our complaints and NHS choice comments we still found that our appointment system needs further improvement.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <ul style="list-style-type: none">• We have appointed an extra full time GP.• We have also provided extra locum cover in the absence of doctors being sick, training or annual leave. This is to make sure that we do not need to cancel any appointments and patients can have access to routine appointments.• Our online access for booking appointments and ordering repeat prescriptions is very popular with the patients.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• This has minimised complaints.• Text messaging system is helping us to utilise any cancelled appointments, as patients can cancel an appointment via text message and we are able to offer these appointments to other patients.

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- The information is available on our practice leaflet, Jayex box and notices in the waiting area and 'NHS choice' website.

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Priority area 2

Description of priority area:

Communication:

Our second priority area was our communication system including answering the telephone and receptionist behaviour, attitude and communication was not satisfactory according to patients comments.

We found that due to staff shortage, especially when someone is absent the telephone lines were suffering. Also due to high demand at the front desk staff was under a lot of pressure.

What actions were taken to address the priority?

- Hired extra receptionist to answer the telephone.
- Made changes to reception working pattern.
- We have distributed receptionist in 3 areas (front desk, back staff to provide extra support and designated staff just to answer the telephone).
- Front desk staffs to only greet patients and book appointments.
- Any complex admin queries or any patients unhappy or not satisfied with the service will go the back desk where a senior receptionist or reception manager speaks to them or books appointment to listen and resolve the query.
- We have daily sessions in our appointment book for the reception manager and practice manager to listen to patient's queries and complaints. This can be pre-booked or they can walk in. Our aim is to provide the best possible care and customer service.

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

Patient's seem more pleased that a designated member of staff is there dealing with their queries. Patients have easier access to practice staff who is there to deal with their queries and complaints.

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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):

- Appointment system has improved, telephone consultation and online access booking is very popular with the patients and we have more demand for this.
- Complaints from patients at not being able to get their results on time or speak to the doctor have been reduced due to our extra result slots.
- Answering patient's calls has also improved. We have a regular monitoring system in place to check how the staff is answering the phone.

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4. PPG Sign Off

Report signed off by PPG:

Yes

Date of sign off: 18.03.2016

How has the practice engaged with the PPG:

We managed to have 3 meetings this year with the PPG members.

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

We tried very hard to get patients from different ethnic groups and other categories. As we have a mixed ethnic population we did not manage to engage patients from all ethnic groups. Admin staff and clinicians personally tried to speak to them, but they seemed less interested due to language barriers and work and family commitments. During any complaints or other meetings practice manager and staff did encourage them to be a part of the PPG.

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

Yes we have via patient practice survey, patient comments and suggestions box, patients' complaints and NHS choice website.

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?

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

We have great difficulty in trying to engage patients from different age groups, ethnic origin and working people. We have had a few more patients who have joined our PPG. Patients from the younger generation are less interested in taking part in the PPG due to other commitments.

Actions:

The next meeting has been arranged for mid July 2015.

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