

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

London Region South London Area Team

Complete and return to: [nhs.cb.lon-sth-pcc@nhs.net](mailto:nhs.cb.lon-sth-pcc@nhs.net) by no later than 31 March 2015

Practice Name: **Farley Road Medical Practice**

Practice Code: **H83004**

Signed on behalf of practice: Tracy Keogh (PM)  Date: 16<sup>th</sup> March 2015

Signed on behalf of PPG: Noel Urwin (Chair)  Date: 25<sup>th</sup> March 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, Email and Practice Websites, NHS Choices, Practice Surveys

Number of members of PPG: 12 and 51 in the virtual group

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Detail the gender mix of practice population and PPG:

	Male	Female
Practice	62%	38%
PRG	7	5

Detail of age mix of practice population and PPG:

	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	16.43%	8.78%	13.29%	12.06%	13.62%	14.02%	12.51%	8.88%
PRG				1	1	2	6	2

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	72.55%	0.33%	0.77%	4.67%	3.44%	3.62%	0.80%	1.29%
PRG	10							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	3.75%	1.32%	1%	1%	2.38%	1.17%	1%	0.5%	0.3%	0.11%
PRG	1			1						

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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 have had a PPG group for several years. It has always been difficult to encourage patients to join the PPG group, to improve participation we set up a virtual group which has 51 active members. Registration forms are on the website and are enclosed in the registration pack, we are trying to reach a far wider audience in terms of age, gender and ethnic backgrounds. We regularly have posters in the surgery and have a wide range of information on the website.**

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:

**During 2014/2015 the PPG and practice regularly reviewed patient feedback which we received from various sources that included**  
**Practice Suggestion Box**  
**PPG members Practice website**  
**Practice Survey**  
**Practice Profile**  
**NHS Choices website**  
**Friends & Family feedback**

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How frequently were these reviewed with the PRG?

**PPG meetings were held every three months with the Practice and PPG and feedback was discussed at these meetings. The minutes along with surveys are then placed on the practice website and are emailed out to the virtual group.**

### 3. Action plan priority areas and implementation

#### Priority area 1

##### **DNA**

What actions were taken to address the priority?

**Audits were carried out each month**

**Posters were placed in the surgery to show how many appointments have been wasted and what you could have had as additional appointments at the practice**

**Information is placed in the Newsletters.**

**Dedicated 24 hour cancellation line**

**Staff encouraged patients to join the appointments on line and to obtain the patients mobile number for SMS text reminder**

**Patients were contacted to let them know that they had not turned up for their appointments and we included the poster**

**Patients have the same access to bookable appointments on line as those calling in for appointments**

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

**The posters have become talking point with the staff and the patients. However it has not really changed the habits of**

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patients who have DNA's their appointments. The poster information was placed on the website to encourage patients again to cancel their appointment.

Patient slips have been given out with prescriptions to remind patients the importance of keeping their details up to date and to encourage the use of appointments on line and the SMS text reminder service which will help but this needs to be promoted on regular basis

### Priority area 2

Description of priority area:

#### **Additional Telephone Access**

What actions were taken to address the priority?

**Patients and PPG feedback was that at peak times the telephone lines were busy, we therefore looked at the changing technology available and have subsequently made changes**

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

**We have changed our technology and have now moved over to SIP lines. SIP lines are based in the cloud, patients no longer hear the engaged tone due to no limit to the number of calls that can be held in a queue. The technology informs patients of their place in the queue which enables patients to make an informed choice. This has impacted the calls to the practice and patients have expressed increased satisfaction while contacting the practice**

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### Priority area 3

Description of priority area:  
**Electronic Commination**

What actions were taken to address the priority?

**The business decided to make a change to the 3<sup>rd</sup> party software we had used and to now use the electronic appointment package of EMIS WEB.**

**By using the 3<sup>rd</sup> party software there were problems with co-ordination updates and the communication was often compromised.**

**We were also unable to manage the issues that patients with read codes which had stopped patients seeing all of their medication updates**

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

**We have now been using EMIS WEB appointments for online patient and pre bookable face 2 face patients.**

**This has resulted in patients now being able to have full access to their appointments on line, SMS text reminder service, Repeat prescriptions and now we have been able to offer and manage Patient Access for our patients.**

**Having the new system has allowed us to give a better service to our patients**

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):

- **We now have a virtual PPG.**
- **Our PPG has grown in confidence and become stronger.**
- **We have continued to hold regular PPG meetings**
- **The practice installed an updated telephone system which is a more efficient and informative system.**
- **Extended Hours access**
- **Online Appointment with Book on the Day**
- **Comments Box**

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### **4. PPG Sign Off**

Report signed off by PPG:  
YES

Date of sign off: 25<sup>th</sup> March 2015

How has the practice engaged with the PPG: Face to Face, email, Notice Boards and practice websites

How has the practice made efforts to engage with seldom heard groups in the practice population? Direct contact, Posters, Websites, Email and Newsletters

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

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? Patient engagement via the PPG Virtual Group, improved appointment access, improving appointment availability and installation of an updated and efficient telephone system.

Do you have any other comments about the PPG or practice in relation to this area of work? The Practice and the PPG work closely together and their support is invaluable.

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