

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: Queens Park Medical Centre

Practice Code: E85734

Signed on behalf of practice: Dr V Kumaran

Date: 26.03.15

Signed on behalf of PPG: C Robinson

Date: 26.03.15

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 meet face-to-face with our PPG twice a year												
Number of members of PPG: There are 18 patients in the group												
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:								
	Male	Female		<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	
Practice (numbers)	2753	2665		Practice	255	176	245	220	292	222	218	232
PRG (numbers)	5	13		PRG	0	3	3	4	3	2	2	1

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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	1270	21	353		14	29	10	48
PRG	8				2	1		1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other/refused /not coded
Practice	268	101	17	27	448	285	24	19		2484
PRG	2		1		2	1				

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 reviewed our PPG against our practice population in terms of gender, age and ethnicity and felt that we had a reasonable balance. We have promoted the PPG in the surgery both face-to-face and in posters and leaflets and included a question about joining in our new patient registrations.

We have had patients who seem interested and then do not turn up to meetings. However, we are continuing to work with our existing PPG and our practice staff in trying to think of new and innovative ways to recruit more patients to the group.

This year following our online services setup we captured email addresses and formed a virtual email group, this helped capture the opinion of some younger patients.

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, there is nothing specific.

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

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2. Review of patient feedback

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

We reviewed patient feedback in a number of ways this year. At our practice meetings we discussed some of the views, comments and complaints that had been received both directly to the practice, from the NHS Choices website (www.nhs.uk) and from the GP Patient Survey (www.gp-patient.co.uk). We introduced the Friends and Family Test and reviewed and discussed this with our PPG. We had two patient group meetings where we had face-to-face discussions with our PPG and had some useful comment on a variety of issues, including some of the problems that we are experiencing both in the practice and within the wider NHS e.g. A&E Admissions, Did Not Attends etc.

How frequently were these reviewed with the PRG?

Comments and issues were reviewed twice this year at patient group meetings.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Phone System

Getting through to the practice on the phone continues to be a problem for some. We have recently upgraded to a new system but it remains a problem.

What actions were taken to address the priority?

Action: We explored other options with our service provider and were promised a more sophisticated phone system which would allow us a greater amount of options. Progress was very slow and the service provider needed to be chased constantly. Eventually after having been promised a more integrated system we were told that they were unable to help. This was extremely frustrating.

When: Changes required by March 2015

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

We updated our PPG at the last meeting and have put up a notice on our website, notice board and Jayex Board apologising for the delay. From experience we have learned that if our patients are kept informed of our plans they are more sympathetic.

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Priority area 2
<p>Description of priority area: Carer Support</p> <p>Several patients (who are carers) have mentioned that although they receive good support from the practice, they need addition help and support at home but are unaware of who to ask, where to go and what is available to them.</p> <p>(We have some Adult carers who care for other adults and parent carers who care for those with a disability or offspring with long term illness).</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>We discussed this internally with staff to see if more information, support and guidance could be provided. We contacted Hounslow Social Care who provided us with some information so that we could make it available to patients when asked. Hounslow will also keep us informed of any information/training days planned for the future.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>We contacted the patients who had raised the questions and provide them with details of where to go and who to ask. We have also put up some information and advice on our practice notice board.</p>
Priority area 3
<p>Description of priority area: Online appointments for other devices</p> <p>The service for patients to book their appointment online is working well and some comments were received from patients asking of the availability of a downloadable App as a shortcut on their mobile devices.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>We discussed this with our website developers and they provided a link on our website to the Apple App Store and Android Google Play to enable the patient online service to be more easily accessible on their devices (www.queensparkmedical.co.uk)</p>

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

We sent our patients an SMS text message to inform them of the availability of the Apps. We also put information on our Jayex Board.

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):

2012/13

We had some pleasing results from our patient survey but communication was an area that needed improvement and there were several comments that related to the tone of one of our reception staff. We bought a new notice board and had a purge on leaflets and posters and updated the look and feel of the front of the reception desk making information generally more visible to patients. We re-recorded our out-of-hours advice and made a more conscious effort to talk to our patients more, in particular about A&E, UCC and Walk-in Centres and the use of the pharmacist and the minor ailments scheme. We also began to make greater use of text messaging for a wider variety of services. We organised a training programme for our reception staff. Our end of year survey noted much improvement.

2013/14

We changed our survey to include questions about awareness of CQC and asked for feedback on the use of a range of our services. We learned that patients were not aware that we offered telephone consultations and so at their recommendation we updated our patient leaflet and recirculated. We discussed with our PPG our DNA figures and they could not believe that so many patients miss appointments and fail to contact us. They were in agreement that we invite our offending patients in to discuss face-to-face which we have been implementing with some success. The main area that the group wanted to discuss was prescriptions, with the main area of concern being the switching of brands. Fortunately we always have one of our GPs attend part of the PPG meetings and it was helpful for him to update the group on the reasons behind the switch. We are now making more use of the facility to print messages onto our prescriptions to keep our patients more fully informed.

Their opinions are of great value and we do listen and try to act on as many points they raise as we can.

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4. PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: 26.03.15

How has the practice engaged with the PPG:

It has had two face-to-face meetings with the PPG throughout the year.

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

We have engaged through word of mouth, leaflets, posters and the website. We have also included information at new patient registrations and also asked our existing members of our PPG to spread the word and share their views and experiences and to invite other interested patients to come to our PPG meetings. All this has been done to reach as many diverse groups as possible.

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

Yes, it has received feedback directly from patients and carers at the practice, also from NHS Choices, the GP Survey and the Friends and Family Test. It has also had comments via a secure comments box within the practice.

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes the priority areas were agreed along with an Action Plan

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

In most areas improvements have been made and feedback from the patients has been good. The phone system however has been our biggest frustration where we feel disheartened at being let down by our service network provider. This area is on-going.

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

We have a good PPG and we value their input and I think that they value the opportunity to provide feedback.

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