

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

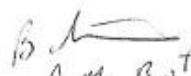
London Region North West Area Team

Complete and return to: england.lon-nw-claims@nhs.net by no later than 31 March 2015

Practice Name: St George's Medical Centre

Practice Code: E85743

Signed on behalf of practice:


A.M. Botros

Date: 20.03.2015

Signed on behalf of PPG:


Denise Jagroop

Date: 20.03.2015

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												
Number of members of PPG: 12												
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	1627	1447		Practice	845	354	472	527	443	212	120	102
PRG	6	6		PRG			1	1	1	3	2	4

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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	137	26	0	113	23	20	16	99
PRG	2	0	0	0	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	653	143	12	2	351	507	78	18	9	825
PRG	3	0	0	0	1	1	2	2	1	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:

We have had our PPG represented group since year 1 (2011), but as decided by the group they would like to invite new comers to the group. As our advertisement was on continues period throughout the years we managed to invite more patient to the group with the help of the current PPG group in year 2, 3 and 4(2013 to 2015). We advertised within the practice via posters in waiting area, on LCD screen and on our practice website to recruit more members to join the existing Patient Participation group. We have contact forms and leaflet of PPG Why leaflet at reception and on our practice website for patients to complete and submit their interest. All staff both clinical and non-clinical staff approached patients directly by word of mouth for their interest. We were looking for patients from different ethnic groups and different age group to participate, as our practice population has various ethnic group registered.

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

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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:

- Create survey question which will help identify how many patients are aware of on-line access
PPG had agreed the following questions to be added onto the survey

Access to online

1. Would you like online access to Appointments, Prescription and summary information? Yes/No
2. Do you have an email address – Yes /No. Do you give consent – would you like us to contact you via email? Please give us your email address -
3. Text messaging – would you like us to text you appointment reminders.
4. Are you aware of telephone consultation
5. Are you happy with the surgery opening hours?

Once survey completed to Add survey audit onto website and in the waiting area

- Friends and Family Test Survey add comments on the website and in the waiting area
- Switch Off Mobile phone posters in waiting area
- Add more online appointments for the late evenings
- Telephone Triage

How frequently were these reviewed with the PRG?

These were reviewed twice annually

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Complete patient Survey to identify how many people are aware of on-line access</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>PPG group agreed the questions to be added to the practice survey questionnaire based on Online Access Services and communication. We conducted 100 patient surveys during January and February 2015.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>There was a very high percentage (73%) of patients who are happy to have access to Online access for Appointments, Prescriptions and summary information, but out of the 100 patients only 68% have email and only 47% would like to be contacted via email.</p> <p>There were more (89%) patients who preferred appointment reminders via text message, which is very positive and helps to lower DNA rates. Low percentages (56%) of patients are aware of telephone triage. Opening hours – 90% of patients are happy with our opening hours which is very satisfying for the practice. Group members agreed that the opening hours are very good as we have Mondays as extended hours.</p> <p>Practice Goal</p> <p>Continue to inform patients of online access. Posters are already added in waiting rooms and on practice website.</p> <p>Try and update as many email address and mobile phones for easy communication with patients. Difficulties we have is when patients change their telephone contact number and are not updating them with us making it very difficult in contacting patients. In order to have easy and quicker communications with our patients we would like to encourage patients to update their telephone numbers and give us their email addresses.</p> <p>The complete audit is publicised on our practice website and also added in the waiting room notice board.</p>

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Priority area 2

Telephone Triage – Telephone consultation

What actions were taken to address the priority?

The PPG agreed to add this question as part of the practice survey:- Are you aware of telephone consultation

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

Low percentages (56%) of patients are aware of telephone triage.

Practice goal to add poster in waiting room notice board and add onto the practice website under appointments. Reception staff will give patients choice of booking telephone consultations.

17.3.15 added onto practice website under appointments and poster added into waiting area. Reception staff have given options to patients when booking appointments

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Priority area 3

Description of priority area:

Introduction of friends and family and discuss the outcome of survey and comments with the PPG

What actions were taken to address the priority?

- **Friends and Family Test (FFT)** – Varsha discussed with the PPG that the FFT is a survey that all practice must take part and needs to be submitted to NHS England every month. We give opportunities to all patients. PPG have responded by adding that The FFT is also available at hospitals. A Survey box is kept out at reception for patient can submit their FFT cards. The cards are handed out by all the GP's, Nurse and reception staff.

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

- January Outcome – 49 surveys were completed and the following were audited
QUESTION: - We would like you to think about your recent experience of our service. How likely are you to recommend our service to friends and family if they needed similar care or treatment?

Answers:-

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely
35	13	1	0	0

All comments from the FFT are published on our practice website and in waiting area. The PPG members discussed the comments that the practice received, all comments received were positive except for one that mentioned about the waiting time to be seen by doctor was long. **The FFT will be completed as on-going and audits will be submitted annually to the CQRS.**

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Progress on previous years

Is this the first year your practice has participated in this scheme?

No

YEAR 3

Date: 14.02.2014

Action Point	Outcome	Date Completed
Making patients aware of our practice website	Group suggested if the information can be added on the TV and LCD screen in waiting area and also receptionist staff to promote this information.	7 th March 14 added to LCD screen. Reception continuously advice patients of practice website – on going awareness.
Online repeat prescription via website	Group suggested if receptionist staff could make patients aware of our online repeat prescription request. Add information on the right hand side of prescriptions; add information on TV and on the LCD messaging system.	Reception staff promote online prescription to all patients who request their prescription and advice given to all new registered pt and hand them practice leaflet with information - on going improvement and awareness

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Telephone consultation	Reception staff to inform patients – when pt booking appointments. Add information on TV screen and LCD messaging system	07.3.14 added information on LCD screen – reception make patient aware when booking appointments. On-going awareness
Online appointment promotion for service	Help from new clinical system	On-going – awaiting new clinical system to set up.
Text message sent to patients when they book appointments and a reminder is sent a day before appointment to remind patients	Help from new clinical system	On-going – awaiting new clinical system to set up
Add data sharing information	Add poster in waiting area	Varsha to download information from website – to laminate and add in waiting area due by May 14
Training for reception staff on customer service	Varsha to organise with all staff	In house training and discussed in practice meeting on 11.2.14

Date: 24/09/2013

Action Point	Outcome	Date Completed
Conduct Patient Survey agreed by Patients Group	Will complete during October to December 2013	31.12.2013
Audit survey questionnaire	Varsha to audit on survey questionnaire to discuss in next	31.01.2014

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	meeting held on the 14.2.14	
Add alcohol gel at front reception entrance for patients.	Varsha ordered alcohol gel and Dr arranged to have wall mounted	31.01.2014
Toilet Roll Holders	Varsha ordered huge toilet roll holder and Dr arranged to have wall mounted.	31.01.2014
Hand drying machine in Patients toilet.	Drying machine still in progress	Still in progress – in the meantime we are using disposable hand towels
Fix couch in nurse room or get stool	Still in progress.	Still in progress

YEAR 2

Date:- 14.03.2013

Action agreed	Outcome	Date Completed
DNA – did not attend With the introduction of pre-booking, there has been an increase of DNA	In order to tackle this we will provide visual aids such as posters to state the significance of not attending an appointment without giving 24 hrs notice of cancellation by actually stating the number of appointments missed by patients for Doctors and Nurses on weekly	31.03.2013

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	bases	
Contact details	<ul style="list-style-type: none"> ● Reception confirms by patient over the telephone or face to face to make sure our records are up to date. ● Pt can use our website to update their contact details which is safe and confidential. ● Use change of address card available at reception 	On regular bases
Test Results – this is patients responsibility to contact the surgery for their test results	<ul style="list-style-type: none"> ● Advertised in waiting area ● Added message on electric message system. ● Information on our website. ● Give out patient leaflets advising them to call us after one week to obtain their results 	20.03.2013
Website and Online prescription	<ul style="list-style-type: none"> ● Advertised in waiting area ● Added message on electric message system. ● Clip onto the right hand side of the repeat prescription ● Available on practice leaflet. 	20.03.2013 – this will be an ongoing task.
Change of carpet in waiting area	<ul style="list-style-type: none"> ● Contact few carpet companies to come and give quotes ● Get approval by EPCT 	31.03.2013

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Date: - 11.10.2012

Action agreed	Outcome	Date Completed
Review new appointment system – Introduced from 1 st August 12	<ul style="list-style-type: none"> ● Advertised on website and in waiting area. ● Reception discussed with all patients that booked and appointment. ● This has minimised the complaints for appointments by about 80%. 	June 2012 – review in March 2013
Communicate via email and Text messaging	receptionist got consent from patients and all those who agreed were given a short form to update email address and mobile numbers	On-going and introduce to all new registered patients
New introduction on maternity booking	Added posters in waiting area. Introduced to all new pregnant patients by Doctor and Nurse.	31.10.2012
Conducting Health check	500 invitations letters was sent out to all patients within the criteria to book an appointment with the nurse to carry out the checks. By the end of February 2013 we screened about 200 patients	31.03.2013
<ul style="list-style-type: none"> ● Late attendance 	<ul style="list-style-type: none"> ● Any patient more than 15 minutes late will have to book another appointment or will have to wait till the end of the surgery 	31.10.2012 on-going procedure

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<ul style="list-style-type: none"> ● One problem per consultation 	<ul style="list-style-type: none"> ● Added message on electric Message screen in waiting area - one problem per appointment, as each consultation with the Doctor is for 10 minutes maximum. Receptionist advice to Patients at the time of booking appointment if a double appointment if needed. 	31.10.2012
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YEAR 1

Date: - 16.03.2012

Action agreed	Outcome	Date Completed
Dr and Nurse Telephone consultation triage	<ul style="list-style-type: none"> ● Advertised in waiting area. ● Added the message on the electronic messaging system ● Reception staff introduce to patients while booking appointments 	31.03.2013 This is done on regular bases
Overall Cleanliness of practice waiting area	All PPG have helped in organising the area of the magazine and leaflets. Cleaner organises and cleans waiting area every day after morning surgery.	This is an on-going action
Patients being overheard at reception	<ul style="list-style-type: none"> ● Introduced self-check in so patients do not 	January 2012

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	<p>have to say their name out loud.</p> <ul style="list-style-type: none"> ● If pt finds they need to say information that is private – then they are able to request to speak to staff or manager in a private room. 	Ongoing introduction

Date: - 18.11.2011

Action agreed	Outcome	Date Completed
Improve on appointment system	<ul style="list-style-type: none"> ● Introducing Minor Ailment Scheme to patient. ● Creating 5minutes appointment slots which are pre-bookable in advance. These are given to patients who do not need more than 5minutes appointment with the Dr. At the time of booking the receptionist staff confirms this to the patient. 	<ul style="list-style-type: none"> ● On-going introducing to patients all the time. ● Trial until 31.03.2012 to see if used by patient on regular bases.
Patient Group to help with Different language literature and posters	Patient group members have helped in creating leaflets for our self check in system for our Somali and Arabic patients also with the help of practice staff.	February 2012
Update the waiting area with more need information	Varsha has made changes in waiting area and removed all unnecessary leaflets and posters. All practice information is kept on the blue notice board. The LCD is updated with several	January 2012 – updates are checked on regular bases by all staff

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	practice information and services. The TV in waiting area is updated on regular base with health information and surgery opening times.	
<p>Patient education</p> <p>(All Patient participation group agreed to this point and think it will be a good opportunity for the different minority of patients)</p>	<ul style="list-style-type: none"> ● Practice has managed to get health leaflets in different languages with the help of the Ealing Primary Care Trust (EPCT) ● Introducing healthy walks and bicycle riding which is provided for free to all patients in the Ealing borough by the EPCT. ● Diabetes health concerns and guidance of healthy eating and regular exercise. 	<ul style="list-style-type: none"> ● February 2012 and replaced with new updated leaflets on regular bases ● On-going health promotion provided by the EPCT ● Provided by our practice nurse – patients are to book and appointment

4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 20.3.2015

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How has the practice engaged with the PPG: we communicate via meetings

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

Via our practice website were all the information and services are updated. We also have all the minutes of PPG meetings and actions added to our practice notice board for all patients to read.

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

Yes we have received feedback via our website, face to face, over the phone and online.

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes we had 2 meetings arranged this year on the 28th October 2014 and the 13th March 2015 where we discussed all actions agreed by the PPG and the outcomes of the action plan.

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

We have achieved increased requests for online access and we have received 20% more updates with patient email address since the start of the survey. We have improved and can give more choices to patients on appointments.

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

3 members of our PPG attended the meeting held by the North Southall Network and outcome of the meeting was discussed with the PPG members on the 13.3.15 on the Ealing Healthwatch. Please refer to minutes of meeting dated 13.3.15 for more details.

Practice Goal

Continue to inform patients of online access. Posters are already added in waiting rooms and on practice website.

Try and update as many email address and mobile phones for easy communication with patients. Difficulties we have is when patients change their telephone contact number and are not updating them with us making it very difficult in contacting patients. In order to have easy and quicker communications with our patients we would like to encourage patients to update their telephone numbers and give us their email addresses.

All the Reports, minutes of meeting, patient survey audit and action plans have been publicised on our practice website:

www.stgeorgesmedicalcentre.co.uk/ppg.htm for all patients to access.

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