

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 by no later than 31 March 2015

Practice Name: St Giles Surgery

Practice Code: G85726

Signed on behalf of practice: Cindy Mootosamy

Date: 25th March 2015

Signed on behalf of PPG: Barbara Meilink

Date: 30.3.15

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 (Email has recently been agreed by the members)																																					
Number of members of PPG: 9																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>49</td> <td>51</td> </tr> <tr> <td>PRG</td> <td>0.08</td> <td>0.08</td> </tr> </tbody> </table>	%	Male	Female	Practice	49	51	PRG	0.08	0.08	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>21</td> <td>11</td> <td>19</td> <td>17</td> <td>14</td> <td>9</td> <td>4</td> <td>5</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0.36</td> <td>0.12</td> <td>0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	21	11	19	17	14	9	4	5	PRG	0	0	0	0	0	0.36	0.12	0
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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	472	55	0	821	115	45	18	39
PRG	3	0	0	1	1	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	130	21	40	75	130	1494	792	0	1	0
PRG	0	0	0	0	0	0	2	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:

In order to recruit members of the group we put details on our website (including online application process), posters in the waiting room, leaflet in the new patient registration pack which is handed out to new patients joining the practice and we also put posters in the consulting rooms.

We continue to actively promote the PPG by regularly adding information on the notice board in the waiting area, in the practice booklet, in the baby clinic room to encourage and invite young mums to join as the demographic breakdown of the practice population demonstrate a major number of registered patients are between the age of 25 and 34 years old.

We endeavour to improve its popularity amongst the patients and subsequently grow the group size. We currently have 8 group members as part of the practice representation of our entire patient population however it is not 100% reflective and we are encouraging more members to join, the reception and clinical staff are asking patients if they would be interested. We recently added forms for patients to sign up at the front reception desk.

Additionally active recruitment is conducted by receptionists and clinicians during consultation by asking patients if they would be interested in joining. These methods have provided slow uptake since and it was discussed in the last PPG meeting on how the PPG members could help in recruiting more patients to join us and one of the members suggested that they should perhaps bring along a friend (who is registered with the practice) with them when they attend the meeting. The drive to expand further and encourage more patients to join through identified methods will remain ongoing. Anyone who registers an interest to the PPG will be invited to meetings.

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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:

The demographic breakdown of the practice population reveals a greater number of registered patients are between the age of 25 and 34 and followed by the age group between 45 and 54 years old. As these include young parents and the working population the practice took the following steps:

- 1. The senior receptionist (PPG representative) attended the baby clinic on Tuesday morning to encourage mothers to join and be active members of the group**
- 2. New patients forms have recently been amended and now incorporates the PPG sign up request**
- 3. Reception and admin staff targeted these demographics while in the waiting room encouraging them to join the group.**

2. Review of patient feedback

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

The practice reviewed feedbacks via the following sources:

Patients complaints

NHS Choices

Verbal Feedback

Feedback received through the complaints/suggestion forms

Feedback received by email

Feedback & Comments received via Family & Friends test

How frequently were these reviewed with the PRG?

We discuss & review feedback at each meeting which is either held on a quarterly basis or three times per year.

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Improving telephone access /phone system</p> <p>Based on the Family & Friend test, the feedback and comments from patients indicated that there were still difficulties to get through to the practice on the telephone. The Practice Manager discussed with the PPG members of enhanced telephone systems which allow patients to queue rather than receiving a constant busy tone or no answer, Patients are given information on their position in the queue, giving them the option to ring back at less busy times and this could help in improving access over the telephone. Members agreed that it has always been frustrating and is an ongoing problem. One member mentioned that the phone sometimes is still on out of hours service despite it was 8:10am. There were mixed feedback from the group. Although this is a challenging and ongoing problem which could be hard to improve members present agreed to keep it on our action plan 2015-16 as improving access.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>As suggested by the reception team, the team is encouraging patients to free up lines for calls about results or any non- urgent calls during the busiest hours of the mornings and advising them to ring after 9.30am to enable patients to have easier access to book appointments in the peak hours.</p> <p>An additional part-time receptionist has been employed to work during the busiest hours of the day and an admin staff has changed her hours to work in the early morning hour to help answering the phones at the busiest time from 0800am to 0900am each morning.</p> <p>Practice Manager has met with telephone system companies to discuss new systems and cost implications. This will be discuss in the neighbourhood meeting with other practices in view of working together as a locality and funding a better system which most practices would benefit from. If a group of practices join forces together to improve telephone access this could be a better solution.</p> <p>The reception team is encouraging patients to use online booking service to ease the pressure on the phone lines (online appointment booking leaflet and registration forms are given to each new patient registering at the practice).</p>

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

Increased usage of the online booking system and positive feedback from patients.

New patients are very pleased to book online and order prescription too. This is easier for the working population.

Additional staff added to the team during the peak hours has improved the amount of calls being answered during the first hours of the day. Verbal complaints have slightly reduced since.

Information about getting through on the phone is publicised to all patients in the practice leaflets & on the website. Group notice board, on the website and in leaflets around the surgery. Ongoing feedback was available through the Minutes of Group meetings which are published on the website. The Family & friend test reports are published on the website.

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Priority area 2

Description of priority area:

A Patient calling system /Screen & reviewing/updating the current website

A patient calling feature that integrates with our existing patient management system, to call patients automatically with a simple screen message, accompanied by an audible alert. On the electronic patient call board, the screen will show your name, the name of the doctor and their room number. Members of the group felt that the Patient information screen and call system should be suitable for those with sight and hearing impairments and complying with disability access act.

On the other hand, the group feel that the website is not user friendly, display should be changed and less complicated.

PPG group members mentioned that very often they cannot understand when the doctor calls their names via the microphone and are left worried that they could have missed their appointments as the message was unclear through the microphone.

What actions were taken to address the priority?

The practice manager has discussed with several companies providing the system and awaiting an appointment with one supplier.

Funding of the machine & software remain an important issue which the practice is working on and aiming to finalise in 2015.

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

**This would enable the practice to display important information for e.g. flu campaigns, practice website details, booking online etc
It will enable patients with sight or hearing impairments to manage their appointment independently.**

**Ongoing discussion and will remain as a priority for the coming year 2015-16 aiming to achieve by the end of 2015.
All information is available on the PPG report on the surgery website as well as in the waiting room on the dedicated space on the notice board for PPG.**

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Priority area 3

Description of priority area:

Planning and setting up a walking group with the registered patients and staff at the surgery.

Members agree to add this as one of the areas of priority this year. Many pensioners & elderly patients suffering from long term conditions would benefit And what better way to get around than one that is sociable and free. Southwark is a beautiful place to walk and it was discussed during the last meeting that Whether you're a motivated walker, or need a little extra encouragement, the aim would be to encourage patients to spend more time on your feet, and more physical activity that would improve their health.

The self-management referral programme accessible to all Southwark patients with long term conditions was discussed and explained to the group. Leaflets and posters are displayed at the reception.

What actions were taken to address the priority?

One receptionist has volunteered to take lead role in recruiting members to join the walking group. Staff including receptionists and clinicians have expressed their interests in regular walks.

Practice manager has contacted the Southwark walking group to discuss on supporting the practice with training and materials to help in setting up the group. Practice Manager has invited the Project and receptionist walking group leads to the next PPG meeting. PM has ordered posters and will be meeting with the Southwark walking group lead to get started.

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

This could help in improving health of patients with long term conditions and build better relationship with our patients and practice team.

Ongoing discussion with the Southwark Council walking group project lead.

Information leaflets are made available at the reception. Active recruitment is made by the receptionist taking a lead role in organising the group.

The information is provided on the website in the news section and published on the PPG report section on the notice board & on the website.

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Progress on previous years

Increased patient awareness about the PPG group by conducting a survey last year about raising awareness about the PPG group and inviting patients to join but unfortunately have made slow progress in recruiting new members despite best endeavours to do so. The PPG are very visible in the practice and they strive hard to recruit new members and one member attended the PPG training workshop. We are continually promoting our group to encourage patients from different age groups/ethnic backgrounds to reflect members will attend surgery and try to face to face recruit new members.

Communicating regularly with our group) (quarterly basis and involving them in different areas of our surgery work and promotion of new services to benefit our patients.

We have managed to appoint one of our members as our CCG Patient group representative and she has been attending meetings on the behalf of the group and feeding back information.

Increased patient awareness of the practice website and updated information leaflet about the PPG and the locality PPG meetings through putting up poster displays in the waiting areas.

Providing reports, feedbacks and comments on patient survey results to patient participation group, to doctors and admin team who have listened, adapted and improved their approach with regards to patient care.

Collating of email addresses and mobile numbers

Diabetes meeting organised and well attended at the surgery and a second one was planned for March 2014 which was also successful.

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4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off:

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? **The practice does try to engage with other members of the practice population, the practice website, email, verbally and quarterly**

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

The practice has a suggestions box which is prominent on the reception desk; all staff is very approachable and receptive to any suggestions, complaints, or compliments. The practice sends text messages to patients for the purpose of family & friend test. Feedback and comments are collated and a report is produced with all comments on a monthly basis.

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

The practice manager always involves the PPG fully in the agreement of the priority areas and the action plan and this was discussed at our last meeting on the 25th February 2015.

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

There has been continuous improvement over the years since the formation of the PPG and the practice has listened and responded to comments. These have included, clearer signage and information concerning out of hours services available, website, a survey to engage younger patients and others minority populations and inclusion within the wider local commissioning network PPG groups.

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

The practice staff encourages anyone who is interested in the PPG to join. During meetings we review feedback from Family and Friends test including the opinions of PPG members, anonymous comments on NHS Choices website and other sources. The practice representatives are very accommodating during the meetings and encourage PPG members to take an active role in shaping up priority areas and subsequent action plans.

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Practice Opening Hours

Monday : 8am-6.30pm
Tuesday : 8am-6.30pm
Wednesday : 7am -7.30pm
Thursday : 8am-6.30pm
Friday : 8am-6.30pm

Practice address & telephone number

St Giles Surgery
40 St Giles Road
London SE5 7RF
Tel: 0207 740 4737/6

Practice Website: www.stgilessurgery.co.uk

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