

## PP DES Reporting Template

Barking and  
Dagenham Area  
Team

2014/15 Patient Participation Enhanced Service Reporting Template

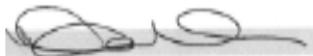
Practice Name: John Smith Medical Centre

Practice Code: F82040

Signed on behalf of practice: Wendy Muhly (Practice Manger)

Date: 20.03.15

Signed on behalf of PPG:



Date: 20.03.15

1. Prerequisite of Enhanced Service Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES

Method of engagement with PPG: Face to face during meetings

Number of members of PPG: Five



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:

Various attempts were made throughout the year to develop the PPG, including sending invite letters to patients, with PPG invites also given to all new patients. The PPG chair sat in the surgery and personally introduced himself and explained the role of the PPG, however, although form taking uptake was good the actual uptake in terms of membership was limited. We also made to establish a vPPG, with both groups being advertised on the surgery's website, encouraging patients to join and outlining the importance of their views, with the information also relayed by all staff. All efforts will remain ongoing.

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:

NHS Choices, GP Patient Survey, Friends and Family, Postcards, Verbal Feedback

How frequently were these reviewed with the PPG?

Reviewed in PPG Meetings, which were held quarterly

3. Action plan priority areas and implementation

Priority area 1
<p><b>Description of priority area:</b> Access/appointment availability/advertising re online services</p>
<p><b>What actions were taken to address the priority?</b> Development and raised awareness of the online system which enables patients to book appointments of their choosing and with their GP of choice. The service also enables patients to order repeat prescriptions and book their appointments. The intention of such services and the importance of raising patients' awareness is to increase access and appointment availability. Patients are made aware of the on-line service via the practice website, prescriptions messages and face to face during consultations and at reception. Relevant information is also displayed on notice boards in the waiting area.</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b> Feedback from patients regarding the on-line services has been positive in nature and has shown to contribute to addressing issues relating to access, noting that patients are able to book appointments of their choice. Such a means of booking appointments also reduces the need for patients to call the practice, which also helps with issues relating to phone access. In addition, noting that patients are also able to order repeat prescriptions on-line, the need for GP appointments has reduced, again contributing to addressing issues relating to appointment availability and as such a positive patient experience.</p>

## Priority area 2

## Description of priority area:

Raised awareness of self-help campaigns and services offered by pharmacy

## What actions were taken to address the priority?

Noting comments relating to the lack of involvement in decisions and understanding re tests and treatments and the with intention of directing patients away from making unnecessary GP appointments (therefore again contributing to addressing issues relating to appointments availability) the intention was to raise awareness of self-help campaigns and the services offered by pharmacies. To action such we ensured that notice boards displayed relevant literature re self-help campaigns including a 'stop don't go A&E' and that leaflets were available re self-help for minor ailments, chemist information, walk in centre etc. Such information included sign-posting as to where patients can go for most types of illness, including when it is best that they visit their local pharmacy, when they should stay home and how to contact other NHS Services, together with other information to help patients get the right help at the right time.

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

Feedback from patients has been positive with regard to the information displayed, with some commenting that it has developed their understanding regarding such, specifically in relation to the services pharmacies offer. Acknowledging the importance of meeting patients' needs and ensuring that they get the right help at the right time, while also attempting to address issues relating to access, further work is to include engagement/close working with the local pharmacies and ongoing sign-posting.

Priority area 3

Description of priority area:

Customer Care/Patient Satisfaction

What actions were taken to address the priority?

Regular staff meetings which entailed discussion regarding feedback left by patients and the importance and impact of appropriate and effective customer care in relation to the 'patient experience'. In addition, aware of the importance, training with regard to customer care was undertaken where relevant, and will be done so on an ongoing basis with intention of developing high levels of patient satisfaction.

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

Feedback from patients has highlighted improvement with regard to the professional conduct/manner of all staff, which it is acknowledged contributes to the patient experience and levels of satisfaction. As suggested above, training and discussion regarding the impact of effective customer care remains an ongoing process/agenda item at staff meetings.

## Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

To keep monitoring phone statistics via Head Office and aiming to answer the phone within 5 rings

Phone statistics have improved and we will continue to keep monitoring this.

Review and discuss appt system with clinicians to identify if a more effective model might improve this. Consider if offering more on-the-day appts as opposed to book-in-advance appts might help.

Appointments are still an ongoing issue but we are monitoring this on a daily basis,

Write to any patients using A&E incorrectly to minimise pressure on emergency care., and make patients more aware of the 111 service, Minor ailments and walk in centres and promote booking on line more

Our A&E attendance have fallen especially since installing a STOP don't go and A&E leaflet board which holds leaflets of self-help and where to go to help for various ailments.

Continue to encourage people of all ages to become virtual or active members. Continue promoting the group via posters, word of mouth, slips on prescription etc , PRG invites are now included in new patient packs. More advertising in house is needed

We continue to promote the PPG

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20.03.15

How has the practice engaged with the PPG?

3 monthly meetings

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

Invites and encouragement to join has been aimed at all groups within practice population

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?

Yes with actions to be ongoing

Do you have any other comments about the PPG or practice in relation to this area of work? No