

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

London Region North Central & East Area Team  
Complete and return to: [england.lon-ne-claims@nhs.net](mailto:england.lon-ne-claims@nhs.net) no later than 31 March 2015

Practice Name: Abernethy House Surgery

Practice Code: F85029


Signed on behalf of practice:

Date: 24.3.2015



Signed on behalf of PPG:

Date: 24.3.2015

  
IRENE M. RICHARDS

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

Does the Practice have a PPG? <b>Yes</b>
Method(s) of engagement with PPG: <b>Face to face, Email, monthly meetings, sign up box and forms in Reception.</b>
Number of members of PPG: <b>12</b>

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<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>5925 (47%)</td> <td>6622 (53%)</td> </tr> <tr> <td>PRG</td> <td>4</td> <td>8</td> </tr> </tbody> </table>	%	Male	Female	Practice	5925 (47%)	6622 (53%)	PRG	4	8	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;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%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>2088</td> <td>1195</td> <td>1778</td> <td>1790</td> <td>1804</td> <td>1438</td> <td>1237</td> <td>1217</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td>2</td> <td></td> <td>4</td> <td>4</td> <td>2</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	2088	1195	1778	1790	1804	1438	1237	1217	PRG				2		4	4	2																																										
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<p>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:</p> <p><b>We advertise PPG to all patients in waiting area/website. Sign up forms are available. We are aware of the need to encourage sign up from younger patients and BAME.</b></p> <p><b>Members of group advertised on PPG notice board in waiting room, with contact details.</b></p>																																																																															

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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:

Large over 50's population so have representatives from over 50's forum on PPG.

### 2. Review of patient feedback

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

**Complaints, suggestion forms in box in waiting room Comments on website from service users, patient in-house survey, Healthwatch audit.**

How frequently were these reviewed with the PRG?

Monthly meetings/also Practice Manager with chair of PRG.

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Promote appropriate use of antibiotics in conjunction with Enfield CCG Campaign. Try to reduce patient's use of out of hours service for minor illness that can be self managed and directed to walk in service not A&amp;E.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Discussions with Dr. Iqbal and PPG – researched self help leaflets to distribute in waiting room. Two forms/booklets agreed on for distribution. Leaflets and posters placed in waiting room. On antibiotic use and self care for minor illness. Booklets purchased and website link to booklet on posters. Also self care for viral wheeze included on website. Promotion of minor ailment passport with posters in waiting room.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients better informed - when to worry booklet well received. GP's able to give to patients to explain why not prescribing antibiotics. Patients able to self manage minor illness and know when to contact the surgery for advice. Booklet also kept with receptionist and Triage Nurse.</p>

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### Priority area 2

#### Description of priority area:

Increased use of social media and website to promote practice services such as flu clinics 2015/16, online access to prescriptions and online appointment booking, self help information. Increase notice board space and effective advertising of practice services. More carer information to be made available.

#### What actions were taken to address the priority?

Meeting set up with practice, IT lead and members of PPG with an interest in this area. Research into how other website advertise e.g Enfield Council, Facebook and Twitter accounts created for Abernethy House.

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

Work in progress, clearer advertising in waiting room of website Facebook page developed for announcement of clinics eg. flu Placed during 2014/15 campaign. Enfield Carers Centre have dedicated notice board in waiting room and a regular drop in session/information stand in our waiting room where carers can access support more easily and sign up for information/help.

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### Priority area 3

#### Description of priority area:

Educating patients in use of accessing the surgery by telephone and when best time to access certain services is. (Identified through in house patient questionnaire.

“Help Us to Help You” information leaflet devised by PM and PRG Chair after liaison with PRG. In waiting room and on website.

#### What actions were taken to address the priority?

To patients asking them to only phone for urgent matters at 8.30 am leaving lines free for emergencies and nurse triage. Have encouraged more use of on line services for routine appointments and repeat prescriptions to free up phone lines. On line sign up forms sent out with patients requesting repeat scripts by post. Newsletter also sent with all SAE patients.

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

Phone lines clearer in mornings. Increased take up of on line services. Triage easier to get through too – Noticeboards and web site updated. Help us to Help You now on website and waiting room and sent to SAE patient's.

This is a service and area we will continue to promote into 2015/16.

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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):


We are now members of [www.napp.org.uk](http://www.napp.org.uk).

1. Waiting times to see a GP. We have employed 2 additional GP sessions per week. We have introduced more on the day emergency slots.
2. Difficulty getting through on the telephone. Another member of administration staff employed to answer phone.
3. Fabric of Practice – major refurbishment of waiting area and nurse's room, disabled toilet and patient toilet – refurbishment plan continues.
4. Patient tracker – now in waiting room as part of friends and family test.

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### 4. PPG Sign Off

Report signed off by PPG:

  
IRENE M. RICHARDS

YES

Date of sign off:  
24/3/15

How has the practice engaged with the PPG:

Regular meetings with Practice Dr/Practice Manager. Chair liaises with PM in-between time. Full secretarial support provided by practice.

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

Yes

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

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



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The group is working well, attendance is good. Discussions are wide and varied from which priority issues and actions emerge.

We are aware of the necessity of expanding membership, particularly in BAME and younger people. However, there are significant constraints.

The group receives good support from the practice.

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