

**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: Dr Dhital Pracaice, Wood Street Health Centre

Practice Code: F86086

Signed on behalf of practice: Dr R P Dhital



Date:

25/3/2015

Signed on behalf of PPG: Ms Helen Baker (Chairperson)

Ms Helen Baker (Chairperson)



Date:

28/3/2015

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, Email, In person -10, Email group 39 Total 49

Number of members of PPG: 49

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	2962	2858
PRG	28(57%)	21(43%)

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	24.96	10.48	21.25	17.59	12.89	6.36	3.47	3.00
PRG	0	2.05	10.2	14.3	22.44	18.37	22.44	10.2

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

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	943 (16%)	36 (0.6)	1	1727 (29.3)	51 (0.9)	26 (0.4)	17 (0.3)	30 (0.5)
PRG	28							

	Asian/Asian British							Black/African/Caribbean/Black British		Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other	
Practice	228 (3.9)	430 (7.3)	80 (1.4)	50 (0.8)	247 (4.2)	677 (11.5)	370 (6.3)	547 (9.3)	55 (0.3)	62 (1.1)	
PRG	2	1			4	6	8				

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 formed PRG comprising of volunteer patients registered to our practice. We formed two groups.
  1. Face to Face group who can come to surgery for meeting
  2. Virtual Group, patients who only be contacted by e-mails.

We tried to include all age groups of all ethnic background. The practice has ongoing recruitment programme constantly trying to engage new members. The process of recruiting PPG group is

1. Displaying to join up notice in the waiting room.
2. Put a notice on My Health London practice web page- to join our PPG
3. Approaching personally.

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

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:

1. Friends & Family Test Results
2. NHS England GP patient Survey Result
3. Other feed back
4. Compliments and Complaints received by the practice
5. CQC Report-
6. NHS Choice web site survey reports and comments

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

<p>How frequently were these reviewed with the PRG?</p> <ul style="list-style-type: none"><li>➤ Once or twice a year formal face to face meeting. Informal discussion any time when required.</li></ul>

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

3. Action plan priority areas and implementation

**Priority area 1**

Description of priority area:

- On line appointment booking

What actions were taken to address the priority?

- .We are changing practice computer system to EMIS web. Staff are taking training for EMIS Web computer system the moment, once the training is complete on this system we will start On line patient appointment booking in our practice.

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

- .When our practice starts on line appointment booking for the patients registered with the practice, act to patients and carers to book appointments themselves They will be able to book appointment themselves with the clinician they want and the time they preferred. It will bring great positive impact on our patients and carers on booking appointments.

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

**Priority area 2**

Description of priority area:

- On line prescription service.

What actions were taken to address the priority?

- .Practice is changing practice computer system to EMIS web. Staff are taking training for EMIS Web computer system at the moment, when training is complete on this system we will start on line prescription service in our practice. Patients can nominate a pharmacy of their choice, from where they can collect the prescription and can make repeat prescription on line.

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

- This service will provide facility to patients and carers to order prescription on line, they do not need to come to the surgery to collect and order prescription.

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

Priority area 3

Description of priority area:

- To Implement Summary Care Records for Registered patients in our practice.

What actions were taken to address the priority?

- Practice is changing practice computer system to EMIS web. Staff are taking training for EMIS Web computer system at the moment, when training is complete on this system we will implement Summary Care Records in our practice

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

- Summary care record provides core information of patients about details of medications , allergies and adverse reaction.. If patients need to attend hospital in emergency situation , the hospital clinicians can access it and provide appropriate treatment in a safe manner. This service will bring benefit to patients

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

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):

- Previous years we made following action plan in PRG meetings and tried to implement them.
- 1. DNA- To encourage patients to keep their appointments in order to reduce DNA's at the surgery PRG group suggested to display the DNAs figure every month in the reception area, Practice has been doing this ever since.
- 2. PRG suggested to book more pre-booked appointments for routine problems and same day appointments to children and other patients with urgent needs. One dedicated GP sees all the patients booked on the same day in order to improve our appointment system and to avoid patients A/E attendances with non-urgent problems.
- 3. Poster advising patients not to go to A& E in European Language. We have many patients registered in our practice come from Eastern European Countries. To increase their awareness about attending A/E, PRG group suggested to display posters not to go to A/E in European language, We have managed to get one in Polish Language which is displayed in our reception area.
- 4. As suggested by PPG in previous meeting we have one dedicated telephone for those patients who want to cancel their booked appointments. so that the appointment slot can be used for other patients.



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

PG Sign Off

Report signed off by PPG:

YES

Date of sign off:

➤ 25.03.2015

How has the practice engaged with the PPG:

1. Face to Face 2. E-mail
2. The practice has on ongoing recruitment programme constantly trying to encourage new members to the PPG by advertising the group on our WEB page at My Health London and displaying join up notice in the waiting room.

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

- TWe have tried to persuade younger people to join it, because of their work/study unable to join it.

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

- We get suggestions constantly from patients and carer for their welfare all the time.

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

- YES We discussed in our PPG Group meeting and prepared the action plan.

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

- This has reduced the number of complaints regarding appointments and A/E attendances.
- The involvement of PPG group has in our opinion greatly helped us to understand the problem from patients point of view and encouraged us to improve our services to our patients.

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

Complete and return to: [england.lon-ne-claims@nhs.net](mailto:england.lon-ne-claims@nhs.net) no later than 31 March 2015