0.45London 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: Higham Hill Medical Centre

Practice Code: F86679



Signed on behalf of practice: Date: 30.3.2015

Signed on behalf of PPG: Date:

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

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| Does the Practice have a PPG? YES | |
| Method(s) of engagement with PPG: Face to face, Email, Other (please specify)  We have virtual Patient participation group and all communication is done via email. | |
| Number of members of PPG: 25….. | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 52% | 48% | | PRG | 0.45% | 0.72% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 23% | 13% | 20% | 18% | 13% | 6% | 4% | 3% | | PRG | 0% | 0.54% | 0.50% | 0.50% | 0.90% | 1.48% | 1.98% | 0.99 | |
| 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 | 656 | 20 |  | 1626 | 5 |  | 5 | 322 | | PRG | 8 | 1 |  | 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 57 | 348 | 18 | 6 | 35 | 135 | 13 | 10 | 0 | 936 | | PRG | 3 | 2 | 1 | 1 | 2 | 2 | 2 | 2 |  |  | | |
| 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:  Higham Hill Medical Centre patient participation group consists of 25 members, but with no representatives from a high % of population from the Other White ethnicity (manly from eastern countries). The practice wanted to engage with this group and actively tried to recruit via posters, handouts slips, and clinical and non-clinical staff prompting when they had face to face contact. However we were not successful, when approached they were keen to join the virtual PPG but when emailed to confirm the practice got no response. | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Family and Friends Test  NHS Choice  Comments and Suggestions Box |
| How frequently were these reviewed with the PRG?  Monthly – the feedback was summarised and published on the practice notice board and emailed to the virtual PPG. |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  NHS Choice – We had a few negative feedbacks left on the NHS choice regarding our registration process. |
| What actions were taken to address the priority?  The registration procedure was reviewed internally by the practice team (clinical and non-clinical staff).  The discussions was shared with the virtual PPG, and asked for their feedback.  Feedback was shared with the practice team. |
| Result of actions and impact on patients and carers (including how publicised):  The result was publicised on the NHS Choice site;  Reason given for the Registration Procedure to be fair for all patients wanting to register and for the protection of the practice staff.  We had one patient leave positive feedback on NHS Choice after reading the negative feedback and our response. Saying “that it was not too difficult to get all the documents required and it was worth it if the practice was good”. |

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| Priority area 2 |
| Description of priority area:  Why written consent is required when patients under 16 years are bought in to be seen by the healthcare professional by their carers/nannies or grandparents?  Why when booking appointments for patients under 16 years the reception will ask who will attend with the patients? |
| What actions were taken to address the priority?  Due the child safeguarding training – the staff are aware that it is a good practice that patients under 16 years should be accompanied by a person with parental responsibility.  This information was shared with the virtual PPG and patients booking appointments for under 16 years old, normally a explanation was sufficient. |
| Result of actions and impact on patients and carers (including how publicised):  The Seeking Consent – Working with Children Booklet from the DOH was made available for patients asking for clarifications.  One parent was written to by the practice manager with an explanation and why the practice was asking for a written consent letter from her and the father as the child was cared for by 2 nannies.  Practice ensured that a poster was on the notice board that a verbal or written consent required when patients under 16 years are seeing by the health professional. |

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| Priority area 3 |
| Description of priority area:  Why the practice do not offer appointments and repeat prescribing on-line? |
| What actions were taken to address the priority?  The practice is ready to go online however due to the clinical system upgrade in June 2015 we have been advised by the Waltham Forest Clinical Commissioning Group that we can go live then. |
| Result of actions and impact on patients and carers (including how publicised):  This was publicised on the practice notice board and to the virtual PPG. |

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):

* Patients wanted longer than 10 minutes appointment time with the GP – Practice introduced 20 minutes appointments.
* Patients wanted partnership in their relationship with the clinical staff. They wanted good clear information and respect for their interest and preferences – Practice GP was encouraged to give, patient’s education leaflets regarding the diagnosis and notes of the consultation. This was welcomed by patient as they could take away the information to read at their convenient.
* Patients commented the practice premises looked dated and did not look like a health centre – In February 2014 the practice premises was given uplift internally and externally. New entrance to the practice, all flooring replaced to meet the regulation from the CQC and the premises was given a fresh look by re-painting.

1. PPG Sign Off

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| Report signed off by PPG:  YES  Date of sign off: 6th March 2015 |
| 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 clinical and non-clinical staff tried to engage with the group of patients from the eastern European countries who visited the practice regularly but did not want to participate in the PPG. By face to face contact when they attended the practice and also over the phone when they called to book appointments.  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?  Each month the Family and Friends monthly feedback was emailed to the PPG and asked for their feedback. We found 1/2 PPG members was very hands on and was active in helping us analyse the result and making suggestion for the action plan.  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Due to the real time feedback from patients and the practice. The practice noticed the patients were happy that they can see the result of their feedback and the implementation of the action plan in real time.  Do you have any other comments about the PPG or practice in relation to this area of work?  As a practice we found this involved a lot of work as the patient feedback was asked for everyday via the Friends and Family Test, result was analysed and recorded and then at the end of the month it was uploaded on to the CQRS.  However once the process has been set up and running for few weeks the practice and patient saw the benefit of giving the quick feedback on the quality and care they received and giving the practice a better understanding of the needs and the needs of their patients and enabling improvements. |

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