

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: Pavilion Medical Centre

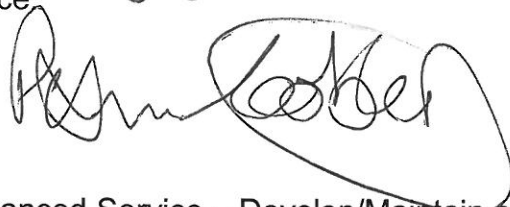
Practice Code: Y03063

Signed on behalf of practice:

 (PRACTICE MANAGER)

Date: 12.3.15

Signed on behalf of PPG:



Date: 12/3/15

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, Other (please specify)

Email, telephone & face to face

Number of members of PPG: **15 (this also covers Hetherington Group Practice as a joint PPG)**

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3	12
PRG		

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice					5	1	8	
PRG								

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	9	1	0	1	0	0	0	1
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0	0	0	0	0	0	3	0	0	0
PRG										

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:

Attempts have been made at representing all the ethnic groups however engagement in recruiting has been difficult. We are currently looking at inviting the PPG Forum chair or vice chair to attend the practice with the aim at recruitment via the waiting room area.

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<p>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?</p> <p>NO</p> <p>If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:</p>

2. Review of patient feedback

<p>Outline the sources of feedback that were reviewed during the year:</p> <p><i>NHS choices, other complaints, FFT & CQC visit outcome</i></p>
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How frequently were these reviewed with the PRG? At 2 monthly meetings

It is actioned at each meeting and documented where relevant? Yes

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><i>Primary Care Development in Lambeth, session led by a partner who is Lambeth CCG chair</i></p> <p><i>Transforming GP</i></p>
<p>What actions <u>were</u> taken to address the priority?</p> <p><i>PPG updated on local plans – federation</i></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><i>Improved understanding of the future of primary care services and local developments</i></p> <p><i>Minutes of meeting placed on website, data sharing information on website</i></p>

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Priority area 2
<p>Description of priority area:</p> <p><i>Repeat Prescribing Policy</i></p> <p><i>Development of Repeat Prescribing</i></p>
<p>What actions <u>were</u> taken to address the priority?</p> <p><i>Discussion on the benefits and ways of increasing Electronic Prescribing System</i></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><i>It was agreed that we advertise and encourage more patients to use the electronic prescribing system</i></p> <p><i>Currently adding information leaflets to repeat prescriptions for collection.</i></p> <p><i>EPS figures are increasing a little since the changes</i></p> <p><i>Minutes of meeting placed on website, EPS information on website</i></p>

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Priority area 3
Description of priority area: <i>Primary Care Research Network</i>
What actions <u>were</u> taken to address the priority? Gain PPG 'buy in' of research activities <i>How patients can benefit from new and better treatments</i>
Result of actions and impact on patients and carers (including how publicised): <i>PPG preferred a local PCRN to send presentation to discuss in future PPG meeting</i> <i>Minutes of meeting and medical research info placed on website for patient information</i>

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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):

In 2013, based on previous communications at PPG meetings and practice survey, the aim was to increase the number of appointments at the practice. The practice incorporated a new GP led appointment telephone triage system in Dec 2013. This system has enable GPs to prioritise those most urgent cases and offer continuity of care.

Patients can also be offered same day or future face to face appointments as required with a named GP.

In order to accommodate the extra telephone calls during the busy period the practice increased the number of telephone lines.

We also enabled on-line bookings for telephone consultations.

2014

Following further feedback on the new appointment system either through the PPG or through patient complaints, we are looking at purchasing an additional access support package which offers detailed planning for demand and capacity & also offers a Receptionist E-learning programme that gives confidence to help patients and signpost correctly and efficiently.

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4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off:

12/03/2015

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? *Yes, by directly approaching*

Has the practice received patient and carer feedback from a variety of sources? *Yes, from survey FFT and CQC visit*

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?

Encouraging more patients to use the electronic prescribing system

Improved understanding of the future of primary care services and local developments and information including the Winter Hub

More information and understanding of research studies.

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

We have also engaged through Lambeth Healthwatch, with a PPG member attending and in the past invited the Lambeth Healthwatch Co-ordinator to the PPG meeting

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