

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: **Queenhill Medical Practice**

Practice Code: **H83014**

Signed on behalf of practice: Lynne Poole (PM)  Date: 11th March 2015

Signed on behalf of PPG: Janet Jalfon (Chair)  Date: 11th March 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, Other (please specify) Face to Face, Email and practice websites.
Number of members of PPG: 31

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Detail the gender mix of practice population and PPG:

	Male	Female
Practice	48.95%	51.05%
PRG	12	19

Detail of age mix of practice population and PPG:

	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	16.8%	9.23%	12.7%	10.9%	14.3%	14.27%	12.3%	9.5%
PRG	1	1	NA	2	8	11	6	2

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	62%			1.5%				2.5%
PRG	24							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	3%	1%	1%	2%	1%	3%	2.5%	0.5%		20%
PRG	1					2	3	1		1

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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:

Staff and PPG members promoted the PPG at Practice Flu Clinics targeting patients of all ages, gender, and ethnicity. The Practice contacted representation from specific demographic areas directly to encourage their participation. PPG information and sign up is now handed out with all new patient registration packs to encourage new members. The practice regularly updates the website with updated PPG information.

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:

During 2014/2015 the PPG and practice regularly reviewed patient feedback received from various sources which included the Practice Suggestion Box, PPG members, Practice website, Practice Profile and NHS choices website and more recently the Friends & Family feedback.

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How frequently were these reviewed with the PRG?

PPG meetings were held every two months with the Practice and PRG and feedback was discussed at these meetings.

3. Action plan priority areas and implementation

Priority area 1

**Actively promote our PPG and focus on reaching a wider demographic representation of our practice population.
Start and promote a virtual PPG.**

What actions were taken to address the priority?

**Staff and PPG members attended and promoted the PPG at the practice flu clinics, also handing out the PPG Newsletters.
Put in place a 'virtual' PPG.
Staff displayed posters in the waiting areas and on the website.
Direct contact with specific demographic areas to invite and encourage participation.**

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

The results were very poor and disappointing as we did not recruit any new members to the PPG. Our Virtual Group was more successful and we managed to recruit 300 members. The virtual group will have a voice and the practice will receive their input giving patients a greater voice increasing patient representation. This was published on the Practice Notice Boards, websites and direct contact.

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Priority area 2

Description of priority area:

To improve our appointment system, look at DNA rates and ways of reducing these rates by means of using text messaging reminders, advertising and a waiting message on the telephone system advising patients to cancel any appointments if no longer needed.

What actions were taken to address the priority?

Ensure patients are aware that appointments are bookable in advance. Make web-based appointments available. Practice staff to actively make patients aware of our online service for appointments and prescriptions and encourage sign up.

Staff displayed posters in the practice waiting areas, add information to registration packs and the practice website. Practice to provide data collection slips at reception and online - asking patient for contact details (for email and text messaging appointment reminders)

Add a message to the telephone system requesting patients cancel unwanted appointments.

Add a message to the telephone system encouraging patients' sign up for our online appointment and repeat prescription service.

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

Online services registration has steadily increased and patients are now aware of the various appointment booking methods including web-based appointments. Using Text messaging has improved our DNA rates but ongoing promotion is needed. Adding the comfort message regarding our online services has increased patient uptake and patients cancelling appointments. Obviously the impact on patients and carers is the awareness of the various methods of advance bookings and the decrease of DNA appointments making greater appointment availability. This was published on the Practice Notice Boards, websites, direct contact, and the use of the practice telephone system.

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Priority area
<p>Description of priority area: To reduce unnecessary A&E attendances through education and prevention, promote other urgent care services, staff to advertise appropriate use of services using posters, leaflets, notice board, practice websites and promote practice services.</p>
<p>What actions <u>were</u> taken to address the priority? The Practice advertised the appropriate use of A&E services using posters, leaflets, notice boards and the practice website. Promoted available services in 'getting the correct treatment'. PPG plan to do more first aid courses which educate self help for patients. Staff and PPG group handed out vaccination leaflets at flu clinics to encourage the up-take of pneumococcal and shingles vaccination. Promote the use of our new Blood Pressure machine – encourage patient use (to check BP and increase early detection) Have BP information leaflets and protocol available. Promote NHS health checks.</p>
<p>Result of actions and impact on patients and carers (including how publicised): The practice had an uptake in the Pneumococcal vaccination. Patients use the BP machine which can save appointment time. Patients are much more aware of all the services the NHS provide which has decreased inappropriate use of A&E. The practice also monitors inappropriate use of A&E and has a protocol for informing patients of the alternative care available. There was a positive response to the First Aid courses run at the Practice by the PPG and we have been asked to provide more courses due to patient demand.</p>

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The practice has a high uptake for NHS Health Checks for both registered and non registered patients which help early detection of risk factors. This was published on the Practice Notice Boards, websites, and direct contact.

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 now have a virtual PPG.**
- **Our PPG has grown in confidence and become stronger.**
- **We have continued to hold regular PPG meetings**
- **PPG fundraising has provided the practice with a free standing Blood Pressure machine which has benefited our patients.**
- **The practice installed an updated telephone system which is a more efficient and informative system.**
- **Maintained affiliation to NAPP (National Association for Patient Participation)**
- **Continued organisation of First Aid course in adults and babies for patient education**
- **Extended Hours access**

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4. PPG Sign Off

Report signed off by PPG:
YES

Date of sign off: 11th March 2015

How has the practice engaged with the PPG: Face to Face, email, Notice Boards and practice websites..

How has the practice made efforts to engage with seldom heard groups in the practice population? Direct contact, Posters, Websites, Email and Newsletters

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? Patient engagement via the PPG Virtual Group, improved appointment access, decrease of DNA rates improving appointment availability and installation of an updated and efficient telephone system.

Do you have any other comments about the PPG or practice in relation to this area of work? The Practice and the PRG work closely together and their support is invaluable.

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