


Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Statham Grove Surgery

Practice Code: F84115

Signed on behalf of practice:  Date: 27.3.15

Signed on behalf of PPG: 

Date: 27 March 2015

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face meetings, email																																					
Number of members of PPG: 43																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>49</td> <td>51</td> </tr> <tr> <td>PRG</td> <td>25</td> <td>75</td> </tr> </tbody> </table>	%	Male	Female	Practice	49	51	PRG	25	75	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><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%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>18</td> <td>7</td> <td>25</td> <td>21</td> <td>14</td> <td>8</td> <td>4</td> <td>3</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>12</td> <td>24</td> <td>23</td> <td>28</td> <td>13</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	18	7	25	21	14	8	4	3	PRG	0	0	0	12	24	23	28	13
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Practice
 Turkish 8%, Turkish Cypriot 1%

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	39	3	0	59	1	1	1	2
PRG	52	1	0		0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1	1	1	1	2	1	1	6	1	
PRG	0	0	0	0	1	1	0	1	0	

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:

1. Advertised on website, in surgery, in newsletters, directly on patient contact
2. Times of meetings varied (day/evening) to encourage different groups to attend
3. Email to "virtual members" those who cannot or do not attend but want to be involved.

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:

Yes – Turkish speaking as first language and young population so would need younger representatives
Proactive recruitment by direct contact by members of practice and PPG – not successful
PPG currently working on plan to contact community groups and schools.

2. Review of patient feedback

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

1. Patient journey mapping exercise
2. Friends & family test

How frequently were these reviewed with the PRG? Once in the year presented then reviewed.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Improve patient experience of the appointment system

What actions were taken to address the priority?

1. Promotion of online appointment booking by publicising it in the newsletter and on the website
2. Inhouse receptionist training to ensure patients are receiving consistent information about the appointments
3. Sign up to extended hours enhanced services to increase availability of appointments to the working population.
4. Design of a flowchart to explain how to make appointments (in progress, with PPG involvement)

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

1. There has been an increased uptake in online booking of appointments
2. The extended hours evening clinics have been well attended.

Priority area 2

Description of priority area: Improve patient experience at front of house

What actions were taken to address the priority?

1. Recruit stable reception team – ie recruited into vacancy
2. Start Productive General Practice module – “front of house”
3. Reception training re confidentiality, team development training in house, IG, CQC training which included policies and procedures.

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

Newsletter – new experienced receptionist in post – sharing experience from other teams/workplaces

Improved professionalism of team

Regular Reception Team meeting to share ideas and discuss issues.

Priority area 3

Description of priority area: Save our Surgeries Campaign. Patients expressed concern about local surgery possible closures due to funding cuts. Local newspaper published article on surgery closures.

What actions were taken to address the priority?

1. An extraordinary PPG meeting, which included representatives from the National SOS campaign and 38 degrees petition.
2. Posters given out to local shops etc
3. Posters in surgery and petition in surgery and online link.

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

1. Links with other practices and local organisations
2. Patients and Practice GPs participated in local march, publicising the Save Our Surgeries campaign
3. Raised awareness of challenges faced by primary care
4. Brought patients together and united them in a common cause

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

1. Our newsletter is clearer and more easily accessible online
2. Waiting room and noticed boards tidier and information updated/changed regularly
3. Website is kept updated
4. We continue to try and recruit to our PPG and engage a more representative group
5. Continue to encourage the PPG to be involved in local and national NHS/patient participation issues.
6. The PPG is currently preparing a mission statement and has elected joint chairs and a secretary in order to strengthen the group.

4. PPG Sign Off

Orestis Francis

Report signed off by PPG: YES/~~NO~~

Date of sign off: *27 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?

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

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

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

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