

PPG Reporting Template

London Region [North Central & East/North West/South London] Area Team
 2017/2018 Patient Participation Enhanced Service – Reporting Template

Practice Name: Allerton Road Surgery

Practice Code: F84716

Signed on behalf of practice:

Date: 22/3/2018

Signed on behalf of PPG:

Date: 22/3/2018

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. Meetings held regularly, advertised in surgery and local pharmacies, written invitations, leaflets attached to prescriptions, details of PPG membership included in new registration packs

Number of members of PPG: 5

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	2742	2807
PPG	3	2

Detail of age mix of practice population

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1499	582	1494	864	458	297	194	161

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	1085	35	0	1095	62	30	0	97
PRG	2			2	1			

	Asian/Asian British					Black/African/Caribbean/Black British		Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Any other
Practice	50	10	14	25	68	44	65	85	10
PRG									2774

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:

- PPG information leaflet and sign up form continues to be provided to all new patients registering with the practice
- Advertised on website
- Large poster in waiting room
- Patients opportunistically informed of PPG with details of how they could sign up
- Clinicians also inform patients, where appropriate of the group.
- Text messages sent to all patients over 16yrs
- Letter/email invites
- Information slips attached to prescriptions
- Posters given to local pharmacies.

We continue to strive to have a PPG representative of a cross section of our population and whilst making some progress, the Practice and the Group are keen to improve this.

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:

Patients that reside in nearby nursing home are made aware of meetings, the owner and manager are encouraged to attend so that we may get feedback and discuss any concerns. Patients that work and are unable to attend during normal working hours can provide feedback via email. Meetings held at varied times. Health visitor is given details of PPG meeting and encourages young mothers to attend.

2. Review of patient feedback

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

NHS Choices comments, Friends and Families test, suggestions box on site, internal surveys carried out quarterly, all feedback discussed with PPG members and regularly at team meetings

How frequently were these reviewed with the PPG? Reviewed in PPG meetings on 22.5.17 & 2.10.17

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: To increase number of PPG members

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Increase PPG/Make patients aware of Group	Advertise more/Newsletter Staff to actively promote meetings PPG member to promote and encourage friends/family to attend Sign up included in new registration packs. Meetings held at varied times	Surgery/PPG	On-going process

Result of actions and impact on patients and carers (including how publicised). It has been difficult to engage patients to attend the meetings. The numbers attending vary at each meeting. It will be an ongoing process and we will continue to carry out the above actions to increase/improve attendance.

Priority area 2

Description of priority area: Telephone Access

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
telephone access	Explore other options of improving telephone access, i.e increased staffing at peak times. Place in queue message.	Surgery	Ongoing

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

There are two members of staff answering the phones in the morning and at least three staff in the afternoon. There is a message on the phone notifying the caller of their queue position. There is also a message advising patients they can do online consultation rather than wait for call to be answered. Manager has been in contact with telephone company to arrange meeting so that further improvements can be made to allow better access. Hurley Group also looking at options to change to a different telephone provider that is more cost effective and more user friendly.

Priority area 3

Description of priority area: Front door – Disabled Access

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
The front door – disabled access.	Disabled access panels to be installed Quotes to be obtained	Surgery	ongoing

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

Ongoing issue with front door, too heavy for patients with mobility issues to open. We have obtained 2 quotes for a disabled panel to be installed to the door for easy access, awaiting one more quote. Hurley Group will write to landlord for approval. We hope to get this resolved as matter of urgency.

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):

Priority Area	What action has been taken?	Who is responsible for this?	What action still needs to be taken?	Deadline
Appointment System	Continuously monitored, appropriate booking – double appointments if multiple issues.	Surgery	System is monitored regularly	Ongoing
Electronic Prescribing	All staff trained. Pharmacies aware and majority of patients now have their prescriptions issued electronically to pharmacy	Surgery/Pharmacy	None	Sept 2016
Waiting time to be seen	Staff inform patients if any delays. Appropriate time booked for appointment, i.e double appointment or patient booked into speciality clinic i.e Long Term condition clinic.	Surgery	None	Sept 2016

Priority Area	What action has been taken?	Who is responsible for this?	What action still needs to be taken?	Deadline
Uniform	Staff provided with a uniform.	Surgery	N/A	July 2015
Waiting time to be seen for appointment	Monitor daily. Ensure staff notify patients of any delays. Discussed at clinical meeting	Surgery	To continue	Ongoing – included as priority for this year.
Postage	Change way letters are posted.	Surgery	N/A	June 2015

4. PPG Sign Off

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

Date of sign off: 22.3.18.

How has the practice engaged with the PPG: Via regular meeting with core PPG members, email invites to provide feedback virtually.

How has the practice made efforts to engage with seldom heard groups in the practice population? Text Messages, advertised within surgery, local pharmacies, opportunistically promoted by Staff. Email/letter invites

Has the practice received patient and carer feedback from a variety of sources? Yes, NHS Choices, CCG survey, NHS England GP Survey (Mori)

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? Improvements made to information provided to patients via website and practice leaflet, implementation of newsletter.

Do you have any other comments about the PPG or practice in relation to this area of work? This has provided an opportunity to build wider links with the wider community.