

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

London Region North West Area Team

Complete and return to: england.lon-nw-claims@nhs.net by no later than 31 March 2015

Practice Name: Little Park Surgery

Practice Code: E85736

Signed on behalf of practice:



Date: 30/03/2015

Signed on behalf of PPG:

JUNE HARVEY

Date: 30/03/2015

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

Does the Practice have a PPG? YES / NO													
Method(s) of engagement with PPG: Face to face, Email, Other (please specify) Face to face, emails, messages, letters													
Number of members of PPG: 11													
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:								
%	Male				%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2945				Practice	1382	804	914	891	896	546	388	282
PRG	5				PRG				1	1	1	5	3

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

--	--

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	1178	34	0	328	131	70	16	42
PRG	7			2			2	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	205	165	61	7	243	84	15	35	6	66
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:

Invitation has been sent to all patients through messaging service. Also leaflets have been distributed in the practice for patients attending surgery.

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

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/NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

n/a

2. Review of patient feedback

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

- written feedback
- Friends and Family on line questionnaires
- PPG feedback

How frequently were these reviewed with the PRG?
During the meeting

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Waiting time
What actions <u>were</u> taken to address the priority? -24&48 hrs appointments introduced - patients calling for the appointment are being asked if the appointment needed is an urgent one -telephone consultation with doctors promoted(reg. results etc.)
Result of actions and impact on patients and carers (including how publicised): It improved the service. On last PPG meeting patient pleased with improvement. Actions published on LPS website

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Priority area 2

Description of priority area:

Difficult access for people on wheelchairs or scooters

What actions were taken to address the priority?

“Help” button half way up path under quotation. It would inform reception that patient needing assistance is approaching so they can help open the door

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

Newsletter and poster in waiting room

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Priority area 3

Description of priority area:

Improving communication with patients

What actions were taken to address the priority?

Contact details collected from patients, emails addresses and phone numbers updated regularly.

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

Most of the communication now happens through messaging service. Patients also using LPS website to contact us through feedback form

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Progress on previous years

Is this the first year your practice has participated in this scheme?

YES/NO

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

- floor in waiting room changed
- early morning surgeries introduced (starting 8am)
- 24&48 hrs appointments introduced
- On-line appointments booking introduced
- on-line prescription service introduced
- extended hours introduced
- new group of patients very keen to meet up on site and get feedback from patients

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

4. PPG Sign Off

Report signed off by PPG:

YES/NO

Date of sign off: 30/03/2015

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

Messages were sent to all patients and leaflets were handed to all patients

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

On line feedback, written feedback from patients attending surgery, Robert Flann attending PPG meeting

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

Yes. Action plan available on LPS website

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

Yes

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

Robert Flan involved in running PPG, attending next meeting

Complete and return to: england.lon-nw-claims@nhs.net by no later than 31 March 2015