

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

London Region North Central & East Area Team

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

Practice Name: Athena Medical Centre

Practice Code: F84060

Signed on behalf of practice:



J.Nwosu

Date: 20/03/2015

Signed on behalf of PPG:



Cherriffa Gnerson

Date: 30/03/2015

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, letter, telephone
Number of members of PPG: 14

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.4%	50.6%
PRG	50%	50%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	19.2	9.1	23.5	18.6	14.5	7.4	3.9	3.8
PRG	0	0	7.1	42.8	28.5	7.1	0	14.2

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	3%	1%	0%	15%	1%	1%	1%	1%
PRG	21.4%	0%	0%	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	5%	1%	4%	1%	1%	18%	20%	12%	0.07%	15%
PRG	7.1%	0%	21.4%	0%	0%	14.3%	35.7%	0	0	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:

As part of this engagement process, the practice has worked hard to engage registered patients to form a PRG that is representative of the practice population. As agreed at a practice meeting, in addition to putting up posters and advertising on the practice website, GPs and practice staff approached patients individually to ensure that all groups are represented where possible. New patients were also approached by reception staff during registration.

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The following groups of registered patients are represented in our current PRG:

- Male
- Female
- Afro-Caribbeans
- Asians
- Caucasians
- 30-54yrs age group
- Over 70s
- Employed
- Unemployed
- Pensioners
- Parents with young children
- Patients with long term conditions

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: N/A

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2. Review of patient feedback

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

The group reviewed all practice feedback received during the year from complaints, suggestions, comments on NHS choices, CQC intelligent monitoring data, Friends and Family Test and Practice patient survey.

How frequently were these reviewed with the PRG?: Twice a year

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Open access queuing system</p> <p>Patients were concerned that the queuing system can be chaotic. It sometimes causes arguments amongst patients and anxiety when the practice opens in the morning.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>The practice has implemented a card queuing system where patients take a number on arrival at the practice.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The system is in place and is still being evaluated and monitored. The queuing system is more organised, causing less stress and anxiety for patients. Patients are very happy with this new queuing system. This has been publicised in the practice waiting area and the website.</p>

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Priority area 2

Description of priority area: Increase written positive feedback

The PPG and the practice recognised that although a high number of patients gave positive feedback; this has not impacted on the level of positive feedback received by the practice. This is because most positive feedbacks were given verbally while negative feedbacks were documented. The practice and the PPG agreed that the negative comments on NHS choices do not give a full and balanced picture of the practice and the service it provides. The PPG was concerned about the impact on the practice reputation and therefore considered it a priority area to increase documented positive feedback.

What actions were taken to address the priority?

The practice staff proactively asked satisfied patients to give written feedback.

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

90% of patients that completed the FFT said they were likely or extremely likely to recommend the practice. There are more positive comments on the NHS choices website. The practice believes that these comments are from patients that gave positive feedback verbally and were encouraged to make a comment on NHS choices. This has been publicised in the waiting area and the website.

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Priority area 3

Description of priority area: Improving waiting time

Length of waiting time continues to be a big concern in the practice. The practice has put in a lot of measures as agreed with the PPG but patients have not noticed a reasonable improvement. It was agreed that patient education is important in trying to reduce waiting times.

What actions were taken to address the priority?

In addition to all the other measures put in place, it was agreed that an electronic message board will be provided to display educational messages on how to get the best out of a consultation. The practice has put in a bid to NHS England for grant to purchase an electronic message board. We are still awaiting a response from NHS England.

It was also agreed that patients will be updated on waiting times using the electronic message system because reception staff sometimes cannot keep up with the updates when the practice gets busy.

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

The practice is awaiting a response from NHS England regarding a bid put in to purchase an electronic message system. In the meantime, reception staff continue to update patients on waiting times. Patients state that they appreciate being informed.

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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):

Ability to speak to a practitioner on the phone: As agreed by the PPG, the practice carried out a survey to determine the difficulties faced by patients when trying to use the telephone consultation service.

Unfortunately, this survey did not produce a meaningful result. The practice could not reach the patients that expressed difficulty in using this service as indicated on last year's patient survey. Most of the patients surveyed, either said that they had no problem with the service or they had never used the service.

The practice has started a new 'Duty Doctor system'. Patients can call the practice at any time during the opening hours for a telephone consultation. Reception staff add patients' names on a duty doctor list with a brief message. The duty doctor prioritises the list and contacts patients according to priority. The duty doctor aims to contact patients within three hours. This has improved access as patients do not have to call within a short window of time.

Complaints / Compliments: JN confirmed that a black complaints / compliments box is now available in the reception area as agreed. Members of staff continue to encourage patients to leave suggestions / complaints/ compliments in the box. So far, a few suggestions have been received through the box.

Reminder systems: Reception staff continue to update mobile numbers to increase the text reminder system coverage. The text reminder system coverage has gone up to 70% from 55%.

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4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 30/03/2015

How has the practice engaged with the PPG: Face to face through meetings, email, telephone and letter

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

- GPs and the Practice Manager spoke to some of the patients individually but none of the patients were willing to join the group.
- Reception staff approached patients during registration but this strategy was unsuccessful.

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?

- The queuing system is more organised. Patients experience less stress and anxiety when trying to access the open access appointments
- Positive feedback on NHS choices is on the rise. FFT positive feedback is excellent at 90%.

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Do you have any other comments about the PPG or practice in relation to this area of work? No

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