

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

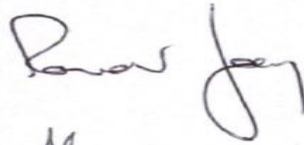
London Region North West Area Team

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

Practice Name: The New Surgery

Practice Code: E85042

Signed on behalf of practice:



Date: 24-3-15

Signed on behalf of PPG:



Date: 24/03/15

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

Does the Practice have a PPG? <b>YES</b>																																					
Method(s) of engagement with PPG: Face to face																																					
Number of members of PPG: <b>12</b>																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 35%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>2809</td> <td>2647</td> </tr> <tr> <td>PRG</td> <td>6</td> <td>6</td> </tr> </tbody> </table>	%	Male	Female	Practice	2809	2647	PRG	6	6	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;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%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>928</td> <td>472</td> <td>1469</td> <td>1036</td> <td>655</td> <td>389</td> <td>289</td> <td>218</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>1</td> <td>1</td> <td>3</td> <td>2</td> <td>1</td> <td>4</td> <td>0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	928	472	1469	1036	655	389	289	218	PRG	0	1	1	3	2	1	4	0
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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	1635	219	0	1075	68	32	50	74
PRG	2	2	0	4	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	51	33	26	51	126	384	313	42	0	1277
PRG	1	0	0	0	1	0	2	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:

Our Patient Participation Group team members have been recruited and developed through the continuous advertising within the practice via posters in waiting area, on our practice website and on our practice leaflets. We have **contact forms** and **leaflet of PPG Why leaflet** at reception and on our practice website for patients to complete and submit their interest. All staff both clinical and non-clinical staff approached patients directly by word of mouth for their interest. We were looking for patients from different ethnic groups and different age group to participate, as our practice population has various ethnic group registered. We manage to form our PPG group since year 2. Eight patients are involved and are part of the PRG who are from different ethnic groups and different age groups (27-75). Our on-going aim is to recruit more members to the group by the following: Practice Manager done a search on all age groups from 18years to 80 and randomly contact patients to invite more patients to be part of the PPG and have another 4 members who has joined the PPG team

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**

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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:

- Create survey question which will help identify how many patients are aware of on-line access  
PPG had agreed the following questions to be added onto the survey

#### **Access to online**

1. Would you like online access to Appointments, Prescription and summary information? Yes/No
2. Do you have an email address – Yes /No. Do you give consent – would you like us to contact you via email? Please give us your email address -
3. Text messaging – would you like us to text you appointment reminders.
4. Are you aware of telephone consultation
5. Are you happy with the surgery opening hours?

Once survey completed to Publish survey audit onto website and in the waiting area

- Friends and Family survey introduction and adding comments onto website and in waiting area
- Electronic Prescriptions Services
- Add posters in waiting area and on website for telephone triage availability

How frequently were these reviewed with the PRG?

These were reviewed twice annually

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### 3. Action plan priority areas and implementation

Priority area 1
<p><b>Description of priority area:</b> Complete patient Survey to identify how many people are aware of on-line access</p>
<p><b>What actions <u>were</u> taken to address the priority?</b> PPG group agreed the questions to be added to the practice survey questionnaire based on Online Access Services and communication. We conducted 100 patient surveys from the 12/02/2015 to end of the month.</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <p>OUTCOME:- from 100 questionnaires completed by patient during 12.2.15 to 28.2.15 77% of patients would like to have online access Due to this survey we manage to update about 72 new email address and 6 were existing emails on system 86 mobile numbers have been updated almost 90% of patients are happy to receive appointment reminders via text message which has also helped with DNA's telephone consultation is an issue as many patients are still not aware of this - action – we will add poster in waiting area and on website Overall 93% of patients are satisfied with our practice opening hours.</p> <p>Action from audit Introduction of telephone consultation appointment – add poster in waiting area and website. Staff to give options to patients when booking appointments Continue to collect patients email address Encourage all patients to use online access and online prescription and introduce to all new patients registered with the practice.</p> <p>The complete audit is publicised on our practice website and also added in the waiting room notice board.</p>

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### Priority area 2

#### Description of priority area:

Introduction of friends and family and discuss the outcome of survey and comments with the PPG

#### What actions were taken to address the priority?

**Friends and Family Test (FFT)** – Practice /manager discussed with the PPG that the FFT is a survey that all practice must take part and needs to be submitted to NHS England every month. We give opportunities to all patients. PPG have responded by adding that The FFT is also available at hospitals. A Survey box is kept out at reception for patient can submit their FFT cards. Surveys are handed out to all patients by all the GP's, Nurse and reception staff.

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

42 questionnaires completed in December 2014 and 60 completed in January 2015. Comments will be added onto our waiting room notice board. Discussed comments received from the FFT audit with the PPG and they were very impressed for all the positive feedback received.

**All comments from the FFT are published on our practice website and in waiting area. The FFT will be completed on monthly and audits will be submitted annually to the CQRS.**

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Priority area 3
Description of priority area: Electronic Prescriptions Services
What actions <u>were</u> taken to address the priority? Staff Training completed on the 15.12.14. Added posters in waiting area to notify patients and on practice website. Ask all patients of their nominated Pharmacy. Informed patients of procedure to request and collect prescription. Leaflets and text message sent to patients with information
Result of actions and impact on patients and carers (including how publicised):  Went live on the 15.12.14 completed training for all staff. On-going process to update nominated pharmacy for patients. Since we started using EPS we have been running the changes of the new prescription very smoothly. Only down fall is where Patients choose nominated chemist that are not up and running with EPS. A high percentage of patients are using EPS and is a very quick and easy process. Patients come to the surgery to request the prescription then go to the pharmacy to collect medication after 48hr.  <b>Advice to Patients:-</b> when nominating chemist – please make sure the chemist is live on EPS.  Practice website is updated with EPS leaflets and information for patients. Leaflets are also kept in waiting area

### Progress on previous years

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):

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Year 3

Date: - 12.02.2014

Action Agreed on 06.11.13 by PPG	Outcome	Date of completion and further improvements
Making patients aware of our practice website	Group suggested if reception staff could make patients aware of our practice website. Advertise in waiting area. Add message on telephone system. Add on right side of prescription. Add leaflet for new patient registration.	On-going – to discuss in practice meeting held on the 26 March 14 for reception staff to introduce practice website to all face to face and over the telephone queries with patients.
Online repeat prescription via website	Group suggested if reception staff could make patients aware of our online repeat prescription request. Advertise in waiting area. Add message on telephone system. Add on right side of prescription. Add leaflet for new patient registration.	Dee to add message on telephone system – not completed yet to review in May 14. Varsha will create leaflet to add to new reg pack by 30.4.14
Telephone consultation	Reception staff to inform patients – when booking appointments. Add information on telephone messaging system.	On-going –to discuss in practice meeting held on the 26 March 14 for reception staff to introduce online prescription to patients who collect and request prescription at the surgery. Dee to add message on telephone system – not completed yet to review in May 14. Varsha will create leaflet to add to new reg pack by 30.4.14
Photo of all staff to added onto the waiting area	Discussed with staff	Staff are not happy to have their photos in waiting area, but informed PPG member photos are added on to website
DNA – this is an on-going problem – discussed 133 missed appt's in January 2014 which is 18hr of wasted time. This is waste of appointment time, which could be used for emergency cases.	Suggestion from group – to audit – reception staff contacts patients one day before their appointment to confirm if they will attend.	Due by end of June 14 – in process June 2014 -Reviewed – text reminders have been implemented which has made improvements on DNA

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**Date: - 06.11.2013**

Action Agreed on 06.11.13 by PPG	Outcome	Date of completion and further improvements
Conduct Patient Survey agreed by Patients Group	Will complete during November to December 2013	31.12.2013
Audit survey questionnaire	Varsha to audit on survey questionnaire to discuss in next meeting held on the 12.2.14	31.01.2014
DNA Audit and sending of letters to patients	Practice staff will generate a letter to all patients who DNA 3 times. Dee will write all DNA audits on new white board in waiting area	02.12.2013 and will be on-going. Dee completes weekly audits-list given to admin staff to send letters and action.
Dr's Consultation can be heard in waiting room.	To fix TV health channel in waiting room and keep loud – so patients cannot hear consultations from Dr's/Nurse rooms	20.12.13 – TV health channel fixed and left on during consultation sessions
Staff Name Badges	Dee/Jade to organise name badges for all staff and have with a NHS Logo	In process as Denise will process these by the end of February 14

**Year 2**

**Date: - 06.03.2013**

Action Agreed on 06.03.2013 by PPG	Outcome	Date of completion and further improvements
Advertise the website and online prescription	<ul style="list-style-type: none"> <li>• Advertised in waiting area.</li> <li>• Add onto the right hand side of prescription.</li> <li>• Reception staff introduce to patients while booking appointments</li> <li>• Add on registration packs for new patients</li> <li>• Give out practice leaflet to patients and highlight website and online prescription on it.</li> </ul>	25.03.2013  This is done on regular bases and any changes are updated.
Advertise the Out of hours access procedure to patients	<ul style="list-style-type: none"> <li>• Added notice in waiting area of our 111 number.</li> <li>• Added information on practice website and on our night service telephone message system.</li> </ul>	25.03.2013 and is updated with any new changes.
Update the waiting area with the following :- <ul style="list-style-type: none"> <li>• Make a rotation of information</li> </ul>	<ul style="list-style-type: none"> <li>• On 2 weekly bases leaflets are updated with new information.</li> <li>• One section is only created for practice details ie opening hours, website, online prescription.</li> <li>• Other boards have posters of either diabetes, or smoking or healthy</li> </ul>	25 March 2013



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<ul style="list-style-type: none"> <li>• Move the notice board between the nurses and Seth's room to another suitable location.</li> <li>• TV – need to be left on so cannot over hear consultations from rooms</li> </ul>	<p>eating or pregnant women info.</p> <p>Due to over hearing consultation the notice board has been removed and put onto the opposite wall.</p> <p>TV is constantly left on so consultations cannot be overheard.</p>	<p>On-going introduction</p>
<p><b>DNA</b></p> <ul style="list-style-type: none"> <li>• Pt said to do an audit on DNA's via their locations, Age, Sex and see the outcome of that – as it might be an issue of age or locations of where people live.</li> <li>• Majority of DNA's are under 50 years</li> <li>• On the day booking are being DNA</li> <li>• Some not happy to contact pt who have DNA due to family problems</li> </ul>	<ul style="list-style-type: none"> <li>• Denise has completed audit on weekly bases but has done in cost effects. will do a more detail audit later on in the year.</li> <li>• To contact patients who DNA on the day</li> <li>• To complete survey on why they missed appointment.</li> <li>• Add poster up in reception for all DNA patients</li> </ul>	<p>25.03.2013</p> <p>But this is done on regular bases and survey will be conducted in mid-year for all DNA patients</p> <p>On-going process</p>

**Date: - 24.10.2012**

<b>Action Agreed on 24.10.12 by PPG</b>	<b>Outcome</b>	<b>Date of completion and further improvements</b>
<p>PPG were given an opportunity on what questions should be added onto the patient Questionnaire which should include the following:-</p> <ul style="list-style-type: none"> <li>- Aware of practice website and have accessed it. (<b>what population is aware of this service</b>)</li> <li>- choice of doctor (<b>are pt aware that they can choose which Dr to see</b>)</li> <li>- How satisfy patients are with consultations</li> <li>- Prescription access and collection (<b>what population is aware of this service</b>)</li> <li>- Access to doctors and nurse (<b>how easy it is for pt to book appointment/telephone triage</b>)</li> <li>- How long waiting time(<b>what is the expected waiting time from time of arrival to see GP/Nurse</b>)</li> </ul>	<p>As per PPG Varsha prepared the practice Survey Questions and added these questions rating them from 1 being Poor to 5 being excellent.</p>	<p>Completed end of October 12 and started handing out to patients from first week of November 12 until Mid-January 2013.</p> <p>The Questionnaire was uploaded on website for patients to access and was also handed out by receptionist. All completed survey questions were anonymous and patients were advice to post in box outside reception area.</p>

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<p>Reception to notify patients when Dr runs late (due to patient complaints on long waiting time to see doctor)</p>	<p>The PP Group advised on if the reception staff could at least let patients know when the Dr or nurse are running late due to emergencies so patients are aware of this. –</p> <p>All reception staff informs all patients in waiting are when any Dr or nurse is running late for their appointments. All patient who arrive themselves at reception are informed at that point of the waiting time.</p>	<p>28.10.2013 done on daily bases.</p> <p>Any Patients who are more than 10 minutes late will either have to re-book an appointment or wait till the end of surgery</p> <p>Patients need to be aware of 10 minutes per appointment. One problem per appointment – this can effect on why Doctors/nurse run late with their appointments.</p>
<p>Update the waiting area as has lots of information – PPG informed everyone that there were too many information on the walls and is not very eye catching.</p>	<p>All staff have removed all unnecessary information and kept the information board with very limited practice info.</p> <p>Asked PPG if the waiting area looks better – pt response</p> <ul style="list-style-type: none"> <li>• Much better than before. But still need to do the following:-</li> <li>• Make a rotation of information</li> <li>• Move the notice board between the nurses and Seth’s room to another suitable location.</li> </ul> <p>TV – need to be left on so cannot over hear consultations from rooms</p>	<p>01.11.2012 and is updated on regular bases.</p> <p>Add this to the next agreed action point by PPG.</p>
<p>DNA Action – this is affecting on long waiting times in patients getting appointments</p>	<p>Denise (Assisting Practice Manager) is doing weekly DNA audits and advertising in reception area</p>	<p>November 12 – on regular bases – need on-going improvements</p>

### 4. PPG Sign Off

<p>Report signed off by PPG:</p> <p><b>YES</b></p> <p>Date of sign off:</p>
<p>How has the practice engaged with the PPG: we communicate via meetings</p> <p>How has the practice made efforts to engage with seldom heard groups in the practice population? Via our practice website were all the</p>

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information and services are updated. We also have all the minutes of PPG meetings and actions added to our practice notice board for all patients to read.

Has the practice received patient and carer feedback from a variety of sources? Yes we have received feedback via our website, face to face, over the phone and online.

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes we had 2 meetings arranged this year on the 12<sup>th</sup> November 2014 and the 04<sup>th</sup> March 2015 where we discussed all actions agreed by the PPG and the outcomes of the action plan.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? We have achieved increased requests for online access and we have received more updates with patient email address since the start of the survey. We have improved and can give more choices to patients on appointments. We have provided Electronic prescription services to all our patients which has helped them in a quicker and safer way on receiving prescriptions, it has made it much more accessible with the online prescription access.

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

### **Practice Goal**

Continue to inform patients of online access. Posters are already added in waiting rooms and on practice website.

Try and update as many email address and mobile phones for easy communication with patients. Difficulties we have is when patients change their telephone contact number and are not updating them with us making it very difficult in contacting patients. In order to have easy and quicker communications with our patients we would like to encourage patients to update their telephone numbers and give us their email addresses.

All the Reports, minutes of meeting, patient survey audit and action plans have been publicised on our practice website:  
<http://www.thenewsurgery.co.uk/ppg.aspx> for all patients to access.

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