

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: MATHUKIA SURGERY

Practice Code: F86692

Signed on behalf of practice:  Date: 17TH MARCH 2015

Signed on behalf of PPG:  Date: 17TH MARCH 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 Website
Number of members of PPG: 8

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	55	45
PRG	55	45

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1	4	10	10	20	15	20	20
PRG	1	4	10	10	20	15	20	20

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 African	White & black Caribbean	White & Asian	Other mixed
Practice	5	1	0	4	1	1	1	1
PRG	10	0	0	0	0	0	0	0

	Asian/Asian British				Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	African	Caribbean	Other Black	Arab	Any other
Practice	20	25	15	1	15	2	2	0	5
PRG	25	20	20	0	25	0	0	0	5

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:

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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:

2. Review of patient feedback

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

NHS CHOICES comments
Complaints and compliments
Verbal and written feedback
FFT (friends and family tesst)

How frequently were these reviewed with the PRG?

6 MONTHLY

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3. Action plan priority areas and implementation

Priority area 1	
Description of priority area: Improve telephone system	
What actions <u>were</u> taken to address the priority? New telephone system installed	
Result of actions and impact on patients and carers (including how publicised): Better access Shorter holding times More clear messaging and signposting Advertised on our website, as well as posters in the surgery	

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Priority area 2

Description of priority area:

Improve telephone access and online access further

What actions were taken to address the priority?

More telephone triage and consultations – now doing more than 10 consultations daily via telephone
Advertised online appointment booking and also prescriptions – doubled the number of people who are now doing this
Staff actively promoting online access to patients
Posters put in reception area
Website improved and links for online booking created

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

More face to face appointments for those who need it
Better access to the surgery
Online access means less pressure on the telephones and more convenient method of getting an appointment or prescription for patients
Advertised on our website as well as on posters and leaflets in the surgery

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Priority area 3

Description of priority area:

Extend premises for larger waiting area, reception area and more clinical rooms

What actions were taken to address the priority?

Submitted a bid for funding to NHS England for support with extension
Contacted architect and had plans drawn up
Awaiting planning permission

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

Result of application still pending
Moved the process along – closer to implementing the plans
This will mean a more convenient site for the patients as well better access as we will be able to run more clinics
More access
More proactive and co-ordinated care

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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):

We have made significant progress on issues from the previous years.

We have improved the waiting experience – we have set up an information kiosk and also have a water cooler for patients

We have increased telephone capacity and do much more via telephone

We have continued with the text message reminder service

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4. PPG Sign Off

<p>Report signed off by PPG:</p> <p>YES</p> <p>Date of sign off: 17/3/15</p>	<p>How has the practice engaged with the PPG:</p> <p>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?</p> <p>The practice has met regularly with the PPG group. We have kept the group informed of priorities, any changes taking place. We have also listened to the views of patients, understood the challenges as well as listened to the positives.</p> <p>The practice has tried to engage with the seldom heard groups. We have invited young people, and people from different BME groups to be part of the PPG.</p> <p>We have received feedback from a variety of sources including NHS choices, FFT, verbal and written forms</p> <p>The PPG group was involved in agreement of the priority areas</p> <p>Patients now have better access to the surgery through an increased variety of modalities. The surgery has organised and streamlined processes for the benefit of patients. We have made the waiting area much more convenient for patients.</p>
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