

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

London Region South London Area Team

Complete and return to: nhscb.lon-sth-pcc@nhs.net by no later than 31 March 2015

Practice Name: Bermondsey and Lansdowne Medical Mission

Practice Code: G85094

Signed on behalf of practice: Lin Clarke (Practice Manager)

Date: 18.03.2015

Signed on behalf of PPG: Katrina Hogg (Our Voice Member)
(Mrs Hogg agreed to sign the form on behalf of the PPG on 18.03.2015)

Date: 18.03.2015

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

Does the Practice have a PPG? YES / NO
YES
Method(s) of engagement with PPG: Face to face, Email, Other (please specify) <ul style="list-style-type: none">➤ Face to Face meetings (the group meets 4 times a year with additional PPG Coffee morning in June)➤ Email➤ Letter
Number of members of PPG: 37

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Detail the gender mix of practice population and PPG:

number	Male	Female
Practice	7594	7870
PRG	14	23

Detail of age mix of practice population and PPG:

number	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2585	1448	4854	2990	1908	904	465	310
PRG	0	0	1	1	5	3	3	1

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 %	38%	3%	1%	18%	5%	16%	1%	4%
PRG number	9	0	0	3	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 %	2%	1%	1%	2%	3%	3%	1%	3%	1%	1%
PRG number	1	0	0	0	0	1	0	0	0	1

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:

- Advertising: posters in the waiting area at both sites (Decima street and Artesian Health Centre/ dedicated notice board at both sites for PPG where minutes and any additional information regarding PPG and the Practice are displayed)
- Team effort – GP/ Nurses/ Reception Staff
- Practice Newsletter
- Invitation letters

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- Our Voice Handbooks in clinical rooms
- Leaflets in the registration packs
- Word of mouth via receptionists and clinicians during consultations, home visits
- Practice website
- PPG Coffee morning (to recruit and promote new members) – once a year
- Each year PPG is asked to complete short survey that will help us understand the ethnic background of the group, 37 was sent and we have received 15 responses

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, however the practice is keen to engage with young practice population. To enable this to happen the practice and Our Voice Group have decided that 2 meetings a year will be held in the evening to enable members that have other engagements during normal working hours to attend.

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

First late evening meeting will be held on Wed 20.05.2015

2. Review of patient feedback

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

- Friends and Family Test (FFT)
- Suggestion Box
- Practice Survey 2015

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How frequently were these reviewed with the PRG?

- FFT results are being reviewed every PPG meeting
- Suggestion Box and results from Practice Survey once a year

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>To engage the younger population with Our Voice and the practice to ensure that their opinions, ideas are heard</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Advertise in the waiting areas and web site that the Our Voice group would welcome younger members. Text younger people inviting them to join the group. To have 2 meetings per year in the evenings Engage with local youth groups The practice will look into social media like: Twitter or Facebook Engage with local council and schools for advice and ideas to engage with our young population</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Action will be publicised on practice notice board, practice website and regular update on PPG meetings. So far we have had little response from younger people and we will continue to try methods of engagement. We are anticipating that our first evening meeting will have some new younger members</p>

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Priority area 2
Description of priority area: Review of the triage system
What actions <u>were</u> taken to address the priority? Practice looked at the distribution of routine and emergency appointments to ensure that the percentage was in line with patient needs Short questionnaire to evaluate the service Ring back service for 1 week (done by receptionist) The practice will also look at text messages to patients that used this service to evaluate Re-evaluate distribution of routine and emergency appointments
Result of actions and impact on patients and carers (including how publicised): Results of this action will be communicated on practice notice board, practice website and regular updates on PPG meetings. The triage Doctor will communicate each day with the Reception Team Leader to action the remaining emergency appointments into routine appointments; The practice will be able to identify areas for improvement once re – evaluation of the service has been completed

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Priority area 3
Description of priority area: Practice Image
What actions <u>were</u> taken to address the priority? Practice to engage with local school and young patients to design posters to keep the front of the surgery clean New website for the practice Appointment cards and practice leaflet to be looked at and possibly redesign Front of decima street to be paved over to help the practice to maintain the front of the surgery clean
Result of actions and impact on patients and carers (including how publicised): Results of this action will be communicated on practice notice board, practice website and regular updates on PPG meetings. New practice website is being designed The practice is in the process of redesigning leaflets, posters, and appointment cards

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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):

Action Plan agreed 2014

Patients Said ...	We did...	The result is...
Review appointment system	The practice was in the process of reviewing appointment system, with the help of the practice team and PPG the practice slowly introduced telephone triage, changes were communicated on the practice website, leaflets and posters	During the year the triage proved to be successful. Because of the success the practice implemented triage all day Monday to Friday. This has allowed improved access to patients that need it.
Waiting time for the consultation to start	Build in catch up slots, receptionist to inform patients when GP/ nurses are running late, doctors / nurses to inform patient by usng Tanoy	Doctors/ nurses are doing better, however the practice will continue to improve the service more
How to let us know if you are happy or unhappy with the system	Posters to inform patients how to communicate their thoughts to us	Patient are more aware of how to communicate their thoughts to us, which was highlighted in our recent practice survey
Privacy at the reception desk	Poster was provided "Please Queue here" to ensure that there is distance between patients. There is also a facility if patients would like to speak to a receptionist in private. Additional training for reception staff "privacy at the front desk"	More privacy at the reception desk, however the practice will continue to check and action any privacy issues at the front desk

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4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 18.03.2015

How has the practice engaged with the PPG:

The practice formed a Patient Participation Group "Our Voice" in March 2006.

The aim of the group is to bring together patients, doctors and members of the practice team to work together to promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery. We hope that by working closely with a wide range of patients we will be able to improve the service that we offer to all patients.

Patient membership is voluntary; the group is open to all patients registered at the practice. Also membership is open to all staff of the practice.

37 Patients are currently on the data base. Meetings are held 4 times a year at the Artesian Health Centre; at least four weeks' notice is given in advance of each meeting. Dates of the "Our Voice" meetings are made available to patients by way of the practice notices and practice website. Once a year the practice and the Our Voice group hold PPG coffee morning to promote and recruit new members, this is usual done during PPG Awareness Week.

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

Steps are taken to make sure that the group is representative, (this includes all categories of patients based on the practice population):

- Advertising (posters in the waiting area- at both sites- Decima and Artesian; dedicated notice board-at both sites for PPG where minutes, and any additional information regarding PPG Group will be displayed)

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- Team effort- GP/ Nurses/ Reception Staff
- Practice Newsletter;
- Invitation letters;
- Our Voice Handbooks in clinical rooms;
- Leaflets in the registration packs;
- Word of mouth via receptionists and clinicians during consultations, home visits;
- Website;

We are constantly recruiting new members to make sure that the group is as representative as possible

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

Yes:

- Friends and Family Test (FFT)
- Suggestion Box
- Practice Survey 2015

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

Yes

Results from practice survey 2015, and FFT results were discussed and agreed on Our Voice Meeting on Wednesday 18.03.2015 (practice survey was also designed by the patient group)

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

The action plan will be put into place through the duration of the coming year and the result will be considered at each meeting

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through the year and changes made as appropriate. The practice is in the process of implementing agreed action plan.
Better communication between triage doctor and the Reception Team Leader will enable the practice to change remaining emergency appointments into routine appointments; this will better access to patients that need it.

Re – evaluation of the Emergency Telephone Triage will enable the practice to improve the service.

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

No

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