

PPG PATIENT PARTICIPATION GROUP
March 2022 – ACTIONS FOR PATIENT ENGAGEMENT & COMMUNICATION (Final)
By Linda Prince (PPG) and Raj Bhamm (Albany Business Manager)

CQC REFERENCE

Background:

The Albany Practice was inspected by CQC on Sept/October of 2020 and was rated inadequate by the CQC in its Inspection Report published on 23 Dec 2020. Albany was found inadequate in all 5 categories as below.

1. Are services Safe?
2. Are services effective?
3. Are services caring?
4. Are services responsive to people's needs?
5. Are services well-led?

A further inspection on 13 April 2021 and subsequent report published on 8th June 2021 confirmed improvement (from inadequate) in all categories as follows:

- | | |
|---|----------------------|
| 1. Are services Safe? | GOOD |
| 2. Are services effective? | REQUIRES IMPROVEMENT |
| 3. Are services caring? | REQUIRES IMPROVEMENT |
| 4. Are services responsive to people's needs? | REQUIRES IMPROVEMENT |
| 5. Are services well-led? | GOOD |

As part of our drive to improve our services for our patients and improve our CQC rating, PPG membership was revived and first meeting of the PPG took place on 25th March 2021. There was a general agreement that the PPG could be a force for good and support the Practice.

Membership

The Membership has expanded in the last year. There are now 13 patients and two members of the Practice staff on the PPG. Meetings have been held by Zoom and there is much more purpose to the PPG.

VISION, AIMS AND STRAGETY

- To influence change and improve services for our patients by working closely with PPG
- To encourage and attract a full range of patients from ethnic groups to join PPG
- To continue to engage with NPPG (Network Patient Participation Group), and Hounslow Health Watch to improve patient experience
- To undertake quarterly survey of our patients to find trends in the feedback and improve are services

No	TARGET ACTIVITY	ACTION TO BE TAKEN	SUCCESS CRITERIA	COMPLETE BY DATE	LEAD AND STATUS
1.PROCEDURE					
1.1	Following positions to be elected: 1. Chair 2. Secretary	RB to circulated draft procedure for election of chair and Secretary	Procedure drafted and circulated by RB	March 2022	RB completed
		PPG to agree a procedure for election	Procedure agreed by PPG	July 2022	PPG
		PPG to follow the procedure to appoint a Chair and Secretary for PPG.	Election held for the Chair and Secretary positions	July 2022	PPG members
1.2	Role and Responsibilities of the Chair and Secretary	RB to draft and circulate the role and responsibility of the Chair and Secretary	Documents drafted and circulated by RB	March 2022	RB completed
		RB to receive comments from the PPG	Agreed by PPG	July 2022	PPG
1.3	Have a clinical champion at Albany	A discussion within Albany clinic team to identify a clinical champion	Clinical champions appointed Dr Bath appointed.	March 2022	completed
1.4	Review templates for agenda and minutes	Agenda and minutes template to have a column with a link to the action plan	Revised template to be used in the next meeting	April 2022	RB completed

2. PATIENT ENGAGEMENT / INVOLVEMENT

2.1	Increase patient registration on PPG	To send SMS message to all patients inviting them to join PPG or make suggestions via sending email on the Albany email.	Increase in PPG membership (now increased to 16)	March 2022	RB completed
		To publicise and encourage patient registration via updating the Albany website	Increase in PPG membership	March 2022	RB Completed
2.2	Agree a schedule of meetings for whole year for better preparation and planning	Meeting dates to be circulated	Dates circulated March 08/ June 14/ Sept 13/ Dec 13)	March 2022	RB Completed
2.3	PPG to get involved in the recruitment of GPs	PPG chair or member to be invited on the shortlisting and interviewing panel for any further GP recruitment	PPG member/Chair to attend GP recruitment in any future	As and when	RB
2.4	Provide improvement to patient experience with Albany staff including receptionist and clinicians	To ensure that all staff are appropriately trained (customer service etc). This would include both admin and clinical staff	<ul style="list-style-type: none"> Audit of all staff training Engaged a consultant to deliver training 	May 2022	RB In process
		To have a staff induction programme for all new staff	Audit of induction programme for all new staff	April 2022	RB
		Train admin staff in sign posting various staff categories employed by Albany and their roles in patient care.	Reception staff to direct and book patients with an appropriate clinician.	April 2022	RB/VM
2.5	Improve access to Albany services	Introduction of a new cloud based telephone system	<ul style="list-style-type: none"> Improving access to our services. Reducing complaints Positive feedback from patients 	April 2022	RB/VM

3. PATIENT FEEDBACK AND IMPROVEMENT

3.1	To undertake a SWOT analysis	To identify the areas of strength and weakness and make appropriate strategies to address the need.	SWOT analysis to be completed	June 2022	PPG/RB
3.2	Patient feedback Strategy	Once a year national patient survey does not reflect the overall patient feedback.	To get patient feedback from a cross-section of patients	April 2022	RB/VM
3.3	To develop patient survey that measures our impact and seeks to continually improve	To send survey to ALL patients quarterly and collect feedback	To review patient feedback and agree appropriate actions	April 2022 Every quarter	RB/VM
		To collate feedback to find trends and agree actions with PPG to improve patient experience	As above	On-going	RB/VM
		To implement suggestions for improvement as a consequence of feedback from patients who are not members of PPG	As above	On-going	RB/VM
		To communicate with patients on actions taken and publicise "You said and We did"	To agree a communication plan	On-going	RB/VM
3.4	To develop a system of getting regular feedback from patients who use our services (Face to face and remotely)	<ul style="list-style-type: none"> To embed a system of gaining feedback from patients who use the services To send Monkey-Survey messages every day for service users 	To receive feedback from patients who use our service	On-going	RB/VM
		<ul style="list-style-type: none"> Friends and Family test to be introduced to all service users All clinicians rooms to be stocked with paper feedback form 	As above	On-going	RB/VM

		<ul style="list-style-type: none"> Clinicians to ask patients to fill in the form before leaving the practice 			
3.4	Identify CQC findings where PPG can support	<ul style="list-style-type: none"> Identify population groups where improvement is required 	Review number of complaints every month	On-going	PPG/RB
3.5	Feedback on NHS choices/ Albany Website/Google	<ul style="list-style-type: none"> Friends and Family feedback is submitted as anonymous and does not get posted on the NHS Choices. We would like patients to give their feedback on NHS choices 	To receive more patient feedback on our website and NHS choices	On-going	RB/VM
4. IMPROVE PHYSICAL ENVIRONMENT IN WAITING AREA					
4.1	Improve waiting area	Make waiting area welcoming and safe (COVID)			
4.2	Improve signage	Put up signs that are helpful and highlight Albany Practice and its staff	To put signs up	In progress	RB/VM
		Direction of rooms clearly signposted	To chase NHS Property Services	In progress	RB
4.3	Improve patient experience	Waiting times shown	New telephony system may give us that option	April 2022	VM
		Review reception area to ensure patient confidentiality	Chase NHS Property Services	In progress	RB
4.4	Patient feedback box	Compliments, Friends and Family feedback box	To increase patient feedback on our website	In progress	RB/VM
5. COMMUNICATION					
5.1	Communication strategy	To send regular messages to patients for information and updates	Improved patient feedback	On-going	RB

		To circulate a bi-monthly newsletter			RB
		To update all information on practice website			RB Completed
		To create Facebook account			RB Completed
		To create a Twitter account		Feb 2022	Completed
6. DIVERSITY AND INCLUSION					
6.1	Embed an impactful Equality, diversity and inclusion strategy for patients and staff	To encourage patients from minority groups to participate in the PPG main or sub-groups i.e LGBT /Transgender/ refugee group/Armed forces/younger age group			PPG
6.2	PPG and Practice recognise the barriers to engaging with younger patients	Actions to be agreed to build positive relationships and promote good health	To engage with this cohort of patients	On-going	PPG/RB
6.3	Engaging with Armed Forces	<ul style="list-style-type: none"> To sign a covenant to support Armed Forces Community 	To sign a covenant with REED (Regional Employer Engagement Director)	In process	RB In process
7. PREVENTATIVE SERVICES FOR OUR PATIENTS					
6.1	To work closely with PPG	<ul style="list-style-type: none"> To continue to hold quarterly meetings To create sub-groups or working parties To ensure that meeting with lead PPG members are held 	To continue to engage with PPG members		PPG/RB
6.2	To plan open days to raise awareness of various medical conditions	A year planner to be proposed and agreed for open days, educational talks (diabetes/cancer/asthma/annual health check etc). PPG to discuss and short-list from following list	16 Oct 2021 – Breast Cancer Awareness Day	On-going	PPG/RB

		Feb – World Cancer Awareness Day March – Prostrate Cancer Awareness Month Ealing disorder Awareness Month May (10-16)– Mental Health Awareness week May – Action on Stroke Months April – Bowel Cancer Awareness Month May – Asthma and Allergies Awareness Month June 10-17 – Diabetes Awareness Month June 07-13 – Carers week June 14-20 – Cervical Screening Awareness week Oct – Breast Cancer Awareness month Oct 18 – Menopause Day Nov 6 – Stress Awareness Day Dec 6 – International Day of Persons with Disability			
6.3	Publicity and marketing	To publicise extensively and increase patient participation			PPG/RB
6.4	To promote patient well-being	To create self-caring groups to lead on self-help initiatives			PPG/RB
		To create variety of self-care leaflets (and information posted on the website)			PPG/RB