

## 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 Medical Centre

Practice Code: E86626

Signed on behalf of practice:

Date: 26/3/15

Signed on behalf of PPG:

Date: 27/3/15

### 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)

Email

Number of members of PPG: 11 **.....**

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

Detail the ethnic background of your practice population

Ethnic Origin	No:				
Unknown	1768	Indian or British Indian - ethnic category 2001 census	411	Pakistani or British Pakistani - ethnic category 2001 census	36
African - ethnic category 2001 census	87	Irish - ethnic category 2001 census	50	Polish - ethnic category 2001 census	4
Bangladeshi or British Bangladeshi - ethn categ 2001 census	16	Italian - ethnic category 2001 census	1	Scottish - ethnic category 2001 census	4
Black and White - ethnic category 2001 census	32	Mid East (excl Israeli, Iranian & Arab) - eth cat 2001 cens	2	Sri Lankan - ethnic category 2001 census	2
Black British	3	Muslim - ethnic category 2001 census	1	Tamil - ethnic category 2001 census	1
Black N African/Arab/Iranian	1	N African Arab/Iranian (NMO)	6	Turkish Cypriot - ethnic category 2001 census	3
Brit. ethnic minor. spec.(NMO)	2	Oth White European/European unsp/Mixed European 2001 census	6	Welsh - ethnic category 2001 census	1
British Asian - ethnic category 2001 census	1	Other Asian background - ethnic category 2001 census	131	White	210
British or mixed British - ethnic category 2001 census	2482	Other Black background - ethnic category 2001 census	15	White and Asian - ethnic category 2001 census	31
Caribbean - ethnic category 2001 census	79	Other Mixed background - ethnic category 2001 census	53	White and Black African - ethnic category 2001 census	10
Chinese - ethnic category 2001 census	65	Other White background - ethnic category 2001 census	301	White Irish - ethnic category 2001 census	33
Ethnic category not stated - 2001 census	21	Other white British ethnic group	5		
Greek - ethnic category 2001 census	1	Other white ethnic group	77		

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

Detail the ethnic background of your PPG population

PRG	British	Indian	Chinese					
PRG	7	2	2					

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:

We have tried to recruit a variety of age groups and ethnicities within our PRG in order to reflect the views on the different services available. We have found it difficult to recruit anyone under 25 however we have a poster displayed in the waiting room, and a link/form to complete on our website. The doctors are also involved by asking patients that they see if they would like to join the group. There is no particular cluster of patients with a particular chronic disease in our practice.

### 2. Review of patient feedback

How frequently were these reviewed with the PRG?

These were reviewed twice in the year.

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

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

Access to appointment bookings at a suitable time for the patients.

A patient survey was carried out to confirm how many patients had booked their own appointment on-line, feedback was obtained on the ease of using the system and the amount of appointments available. Our survey showed that a lot of patients were still not aware of the availability of online booking and how to use the system. This was emailed to the members of our ppg for discussion.

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

We are continuing to promote the system on our website and in the waiting room. As suggested, when patients attend the surgery and book a follow-up appointment we ask the patient if they would like to be registered for patient access to enable them to book and cancel their appointment at a convenient time. We will also advertise the service in our newsletter.

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

### Priority area 2

Description of priority area:

Ordering prescriptions online which can also be sent electronically to a preferred pharmacy.

What actions were taken to address the priority?

The way patients request online prescriptions was changed on our website to Patient Choice. The actions taken to inform patients are:

1. Promoting the online ordering service to patients in consultations, on our website, with posters in the waiting room and at reception. EPS explained and offered (saves patients coming into the surgery to request their prescriptions).
2. Adding a notification onto the bottom of the prescription requests. (B side of the prescriptions)

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

### Priority area 3

#### Description of priority area:

Our CQC Report was emailed to our PPG members to view and comment on. It was noted that our uptake in administering the flu vaccine to high risk groups had dropped. Action -To increase uptake of flu vaccination in high risk groups as this was low in our CQC report.

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

1. To provide receptionists with an information sheet answering frequently asked questions when trying to make appointments with patients.
2. Actively targeting patients in high risk groups by calling them on the telephone to make an appointment
3. Offer more extended hours flu vaccine appointments, for working people who are in the at risk groups.

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

##### Priority area 1

We are still informing and encouraging patients to book their own appointments on-line, if patients have on-line access they can cancel their appointment when we are closed which in turn frees up more available appointments whilst also lowering our 'dna' rate.

##### Priority area 2

Most of the prescriptions that are ordered on-line, have a nominated pharmacy. This means the prescription gets sent electronically to the pharmacy and enables the patient or carer to collect their medication when the surgery is closed. This also means fewer queues at the reception desk in the surgery. Adding a note on the bottom of the patients' prescription request slip helps with promoting the service.

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

### Priority area 3

This year there was particularly virulent flu that was not well matched to the vaccine so there was an unusually high incidence of flu. We are still trying to achieve higher flu vaccination rates. This is publicised on our website and in a forthcoming newsletter.

### Progress on previous years

Is this the first year your practice has participated in this scheme?

YES/NO NO

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

- 1) Last year we received negative comments on the choices website regarding our receptionists. We have had training sessions with our receptionists and this has improved our ratings. This can be viewed on the NHS Choices website.
- 2) Our patient survey showed that patients did not know about patient access, although we have notices on our website and in the waiting room. A follow-up survey was performed. We are in discussions on how to improve this and the newsletter will include this.
- 3) Newsletter – We published our first newsletter this year which was displayed in our waiting area and on our website. The PPG are involved in what should be in the next issue.

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

### 4. PPG Sign Off

Report signed off by PPG:

**YES**

Date of sign off: 27/3/15

How has the practice engaged with the PPG: The practice has engaged with the PPG by email and telephone.

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

We have posted information on our website and in the waiting room. Also asking patients when they come in for consultations.

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

Yes from our survey and the Patient Choices website.

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

Yes, the PPG were emailed and contacted by telephone. The CQC report and results of our survey were emailed to our ppg members and priority areas were agreed.

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

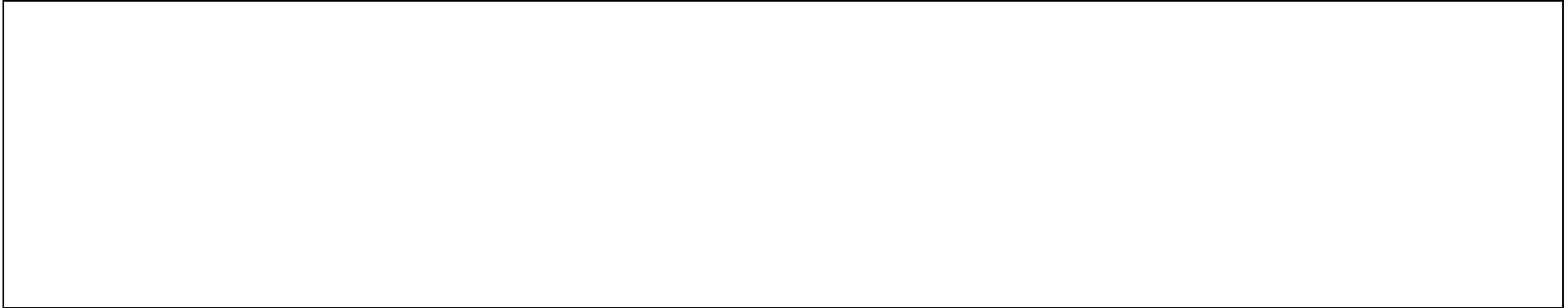
More use of eps which is convenient for patients, and reduced queues in reception.

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

We accept comments and feedback from all patients not only the PPG. We have a suggestion box at reception.



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