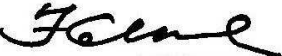


# Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Gables Surgery

Practice Code: F82642

Signed on behalf of practice: 

Date: 30/03/2015

Signed on behalf of PPG: 

Date: 30/03/2015

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

**Does the Practice have a PPG?** YES  / NO

Gables Surgery has a well established PPG since 1996.

**Method of engagement with PPG: Face to face, Email, Other (please specify)**

The PPG engages in monthly Face to Face meetings (every last Monday of the month) which all members attend. Meetings are prepared with agenda and minutes are taken. They also communicate through email. The PPG also have special meetings/ forums where certain topics are discussed and sometime guest speakers are invited to attend. The PPG also arranges social and informative events, as well as fundraising, such as Macmillan Coffee Mornings and Practice Open Days.

**Number of members of PPG:** Currently has 18 members

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	47.7	52.3
PRG	37.5	62.5

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	22.3	11.7	15.2	13.2	15.0	10.0	6.3	6.0
PRG	0.0	0.0	5.6	11.1	11.1	5.6	33.3	33.3

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	58.0	1.0	0.0	1.2	1.3	0.4	0.7	1.2
PRG	55.6	5.6	0.0	5.6	0.0	0.0	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	3.0	2.7	1.5	0.4	1.2	9.7	2.1	0.0	0.0	1.2
PRG	11.1	0.0	0.0	0.0	11.1	11.1	0.0	0.0	0.0	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:**

- Through our practice leaflet, ALL patients (including all newly registered patients are given a practice leaflet on registration) and are made aware that we have an existing PPG, and details of when the meetings are held are given.
- This information is also available to ALL patients of the Practice Website.
- Also advertised through the PPG newsletter this is printed quarterly. Copies available to patients in the reception/ waiting area.

**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?**

YES  / NO

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

N/A

2. Review of patient feedback

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

- PPG feedback in monthly meetings.
- Suggestion Box / Complaints
- Friends and Family Test (since December 2014)
- NHS choices feedback – “Gables Surgery”

**How frequently were these reviewed with the PRG?**

- Monthly, during PPG meetings, which is minuted and action is taken by the chairman or vice chairman, and the PPG members approve and accept the minutes from the previous meeting.

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

- Telephone System Answering (in response to patient feedback/ complaints about lengthy waiting time to get through to the surgery on the telephone)

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

- We are introducing a mobile telephone number that patients can TEXT to cancel their appointment, so increasing access and relieving the busy telephone system, as many patients have said they find it difficult to get through on the phone to cancel an appointment.
- We are also advertising in the PPG Newsletter the best times to call the practice to relieve pressure on the telephone system and to reduce call waiting times. We understand there have been problems getting through to the surgery by telephone. Members of the PPG have also experienced this problem.

See extract from Gables Patient Participation Group Newsletter for Jan – Mar 2015

*"We understand if you are calling to request an on the day or urgent appointment to ring **from 8.30am** ....Otherwise, for non urgent requests for appointments or other queries such as results of x-rays, blood tests, etc., it would helpful if patients could ring in the afternoon **after 12.30pm**.*

*This will help greatly to relieve the pressure on reception in the morning, when telephone lines are busier. Patients are reminded that repeat prescription requests are NOT taken over the phone, except for housebound patients."*

- The practice has already introduced Online Services for appointment booking and ordering repeat prescription. On 29 April 2015, the practice will be changing our clinical computer system from Vision to Emis Web. This system has these online facilities as well as TEXT reminders for appointments, which will help patient awareness, decrease call waiting times and reduce DNAs. For clinicians the new clinical system will be more user friendly and efficient during patient consultations with

added reminder alerts for proactive management.

- A mobile number has been given to at risk patients to contact the practice in an emergency during surgery hours to prevent unplanned admission, and advice will be given appropriately.

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

- Patients are beginning to use the TEXT to cancel appointment service.
- Improvements are ongoing (including change of Practice clinical computer system on 29/04/2015, and are to be assessed by Practice and PPG)

## Priority area 2

### Description of priority area:

- Reducing Wasted Appointments (DNAs – Did Not Attend)

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

- DNAs are monitored and advertised on the Jayex Board in the Waiting Room for patient awareness.
- Sending SMS text messages to patients who DNA to increase awareness
- Sending warning letter/s to patients who are persistently DNAs (3 times within 6 months)
- Introducing a mobile telephone number to allow patients to TEXT to cancel an appointment.
- Collecting patient's up to date mobile phone number and email address.
- Going forward, on 29 April 2015, the practice will be changing clinical computer system from Vision to Emis Web. This system has facilities including TEXT reminders for appointments, which will help patient awareness and reduce DNAs.

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

- We have had a positive response and result of using a mobile phone number and online services to improve access
- A care pack is given to carers and patients who are at risk/ vulnerable to provide all the relevant information and contact numbers to use services appropriately and effectively to prevent unplanned admissions.

### Priority area 3

#### Description of priority area:

- Increasing Patient Access and Continuity of Care (and increasing patient confidence since senior partner retired)

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

- Online Access (For Appointments, Repeat Prescriptions)
- Telephone Consultations – at the patients request
- Walk-in access to see GP on same day, for urgent need appointments (3 slots)
- Working effectively with the multi-disciplinary team (Integrated Care Meeting – held fortnightly) for continuity of care of patients with complex needs, looking at individual patients care package to assess their needs, for preventing avoidable hospital attendance and admission.
- The practice will be changing clinical computer system on 29 April 2015. This system will also have Online Access facilities, as well as text reminders for appointments. Its hope this will increase patient access to surgery service and relieve the strain on the telephone system and reception desk.

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

- Increased patient satisfaction of services available (GP, CTT, Community Matron/ Integrated Care, Pharmacy) as reflected so far in Friends & Family Test score and feedback for January & February 2015.
- Reduced A&E attendance and admission
- Results of Friend and Family Test (newsletter /online) website
- Results of Impacts are still ongoing, and we are still awaiting the changer of surgery clinical system which is hope will also help improve Practice efficiency and also improve patient access.

## Progress on previous years

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

- Introduction of quarterly PPG Newsletter
- Improvements to Waiting Room (Seating/ Magazines/ Books/ Issues regarding Confidentiality/ Updating the Information Display Board )
- Change of Practice phone number to a Local (Low-cost) 0203 telephone number
- Online Booking/ Cancellation of Appointments
- Online Ordering of Repeat Prescriptions & Electronic Prescription Service
- Health Promotion & Awareness (by updating leaflets/ posters, and reaching Public Health targets (e.g. Flu, Shingles, Pneumonia, Chlamydia Screening , NHS Health Check, and Smoking & Alcohol)



#### 4. PPG Sign Off

Report signed off by PPG: YES  /NO

Date of sign off: 30/03/2015

##### **How has the practice engaged with the PPG:**

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

As part of practice surveys, we always ask for patient demographics including sex, age and ethnicity. Every effort is made to involve all groups, including minority groups. This is collated through a variety of feedback including written, email, online feedback through NHS choices, and through the Practice PPG Quarterly Newsletter.

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

Yes, in a variety of sources including Friends & Family Test, Local Practice Surveys, PPG Meetings.

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

Yes, the PPG is always consulted and involved in this process.

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

Through implementations to help reduce DNA's (wasted appointments) and to improve patient access, the practice hope to improve the service offered to patients. The assessment of this is still ongoing as changes are still ongoing, including changes to the practice clinical computer system, due to change from Vision to Emis Web on 29 April 2015.

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

PPG will continue to assess the outcome of the implementation of the action plan and provide feedback and recommendations at PPG meetings. The Gables PPG (which has been active since 1996) will also continue to represent patient's views in monthly PPG meetings, provide useful updates and information to Patients through the PPG Quarterly Newsletter, introduced after previous patient survey feedback. The PPG is also organises charity fundraising/ health promotion and awareness events such as Macmillan Coffee Mornings, and Practice Open Days. The last Macmillan Coffee Morning raised over £300. The PPG also sends dedicated members of the group to attend Local CCG, Health-watch, & Health & Wellbeing organised events.