

## 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](mailto:england.lon-ne-claims@nhs.net) no later than 31 March 2015

Practice Name: Winchmore Hill Practice

Practice Code: F85033

Signed on behalf of practice:



Date:

18/3/15

Signed on behalf of PPG:



Date:

18/3/15

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

Does the Practice have a PPG? <b>YES</b>
Method(s) of engagement with PPG: <b>Face to face and email. We hold formal Face to face meetings with the full PPG. We also meet the planning team which consists of 3 members of the PPG including the Chairperson. Communication is also sent to PPG members by e-mail including invitations received from the CCG to local meetings and NAPP correspondence.</b>
Number of members of PPG: <b>17</b>

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Detail the gender mix of practice population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	41	59	Practice	18	8	14	15	14	12	9	10
PRG	35	65	PRG	0	0	0	24	18	23	12	23

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	4287	363	3	4986	70	83	58	15
PRG	7	1		3				1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	461	128	68	55	594	390	355	62	3	3868
PRG	2	1						1		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:

**We advertise both on our practice website and in the Practice using our TV screens and notices at the front reception desk. Special care groups, ethnic minorities and representatives from vulnerable groups were contacted personally to encourage their participation. Our practice carers champion liaises with the Enfield Carers Centre to encourage carers to join.**

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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?

**YES**

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

**We have a large elderly population and we have tried to ensure adequate representation of this group. The doctors were encouraged to discuss the PPG with all patients at the end of consultations but this was especially focused towards the elderly. We have a carers stand in reception and when patients seek advice the receptionists are asked to provide information about the PPG. Currently 25% of the PPG are over 65, therefore we feel we have been successful in this area.**

### 2. Review of patient feedback

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

**In addition to the National GP survey which is discussed at the practice meeting we have many other sources of feedback; a suggestion box in reception for patients, a practice complaints procedure, Friends & Family test feedback, NHS Choices feedback. We also shared the GP Audit from Healthwatch with the PPG. We review patient experience data supplied by the CCG and use this to benchmark ourselves against local practices. PPG members also provide constructive feedback at our PPG meetings. Our practice carers champion also provides patient feedback.**

How frequently were these reviewed with the PRG?

**During the past year we had 2 meetings, where patient feedback and the new Friends and Family Test feedback service was discussed. It was agreed the meetings will be increased to 3 meetings for the next year.**

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><b>After reviewing patient feedback with the PPG it was agreed improving the patient access via the telephone was a priority.</b></p> <p><b>In 2013 as our telephone system was unstable we commissioned a new system which improved the information available for telephone callers as to where they were in the queue and Management information on statistics such as number &amp; length of calls. However it was not until implementation that we discovered that GPIT would not allow access to our Computers due to a sharing agreement set up 4 years ago when the surgery was built. We were getting patient complaints as patients did not know where they were in the queue and held on for too long.</b></p>
<p>What actions <u>were</u> taken to address the priority?</p> <p><b>We were in communication with GPIT, who had subcontracted the servicing to HP, the telephone service company and the CCG to get this resolved.</b></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><b>Finally a solution was found and implemented in December 2014 and the system became fully operational by January 2015. The improvements were publicised on the practice website and in the practice. Since the number of complaints has substantially decreased and patients have commented on the improvements and given positive feedback on the improved access and service when contacting the surgery by telephone.</b></p> <p><b>We also now have access to statistical information which we can use to further improve the system and service to our patients and tailor our resources accordingly.</b></p>

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### Priority area 2

Description of priority area:

**To set up a constitution and values and aims of PPG. A small sub-committee was set up to implement this. The PPG felt it was essential to have a structure and clear remit for the group in order to support the practice and drive improvements.**

What actions were taken to address the priority?

**3 Members of the PPG volunteered and agreed by the full PPG to meet with the Practice Manager to organise. 2 meetings were held at the Practice and a constitution was agreed. This was then put to the PPG at a full meeting on 4<sup>th</sup> March 2015 for discussion and was approved.**

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

**The PPG now has a clear aim and constitution. The subcommittee were voted in at a full meeting of the PPG. The PPG now has a clear purpose and with the willing leadership of the planning committee will continue to develop. The Practice Manager & at least 1 GP will attend full PPG meetings. This will be published on the Practice web site & see Priority area 3.**

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### Priority area 3

Description of priority area:

**Further to discussions with the PPG we are aware that many of our elderly patients do not have internet access and therefore are unable to view information about the activities of the PPG. The PPG have requested a notice board to publish notices to allow easier access for these patients.**

**Implementation by July 2015**

What actions were taken to address the priority?

**This has been agreed by the PPG and the practice and we are exploring the different option for location, size etc, of the notice board, and liaising with the Chair to implement this.**

**To be completed by July 2015**

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

**We anticipate that the PPG will be able to advertise dates for meetings, agenda items and minutes from previous meetings. This could also be used to increase awareness of local services including the voluntary sector. Patient and carers would have a further source of information for self help organisations. This would allow the practice and the PPG to increase access to those groups who are more isolated and unable to access modern technology.**

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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):

**The 3 actions from last years are:**

- 1. Continue to inform patients about the merger of the two practices.  
The two practices are now successfully merged and including the two Patient Participation Group's. Details of the merger were advertised on the practice website and waiting room tv screens and notices displayed. Implementation completed 31.3.14.**
- 2. To contact NHS England and explore the possibility of provision of extended hours on two days.  
This was implemented in April 2014 and provides greater choice for patients that find it difficult to get to the Practice during normal hours. The service is well used and well received by patients. Implemented on 1.4.14.**
- 3. Specimen bottles should be left on the reception desk to reduce the queue.  
A container with specimen bottles is now available on the main reception desk and patients are able to pick up a sample bottle without having to queue and reduced waiting times at the reception desk. Implemented by 31.3.14**

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### 4. PPG Sign Off

Report signed off by PPG:

**YES**

Date of sign off:

How has the practice engaged with the PPG:

**By email correspondence and face to face meetings both in full Patient Participation Group meetings and with the PPG Planning sub-committee.**

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

**Yes; the practice advertises the PPG on our website, the TV screens and notices in the waiting rooms and newsletters at the front reception desk and during consultations, doctors encourage the seldom heard patient groups to join.**

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

**Yes; In addition to the National GP survey feedback we have a suggestion box in the waiting room which patients contribute to, a practice complaints procedure, Friends & Family feedback forms, NHS Choices and via our Carers Champion who liaises with Enfield Carers Centre and has now arranged a new monthly open session for patients to be set up and advertised soon. We also shared the Healthwatch GP Audit carried out recently with the PPG.**

**PPG members also provided feedback on concerns at group meetings.**

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

**Yes: The three action plan priority areas were discussed and agreed at a full PPG meeting and the group have been driven the discussions in setting out the three priority actions for 2014/15. Firstly, the PPG were keen to establish a formal constitution and remit for the group in order to support the practice and drive improvements. The group discussed patient feedback and based on the main topic of concerns, set out an action to improve patient access via the telephone system. The group felt it important to reach the high practice elderly population particularly those who may not have access to the internet.**



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

- a) Priority Action 1 has been implemented and has made a significant difference to patients accessing the surgery both via the telephone and in person and has reduced complaints significantly. Many of the PPG members have noticed considerable improvements in the telephone system access and response times.**
- b) Priority Action 2 has moved the PPG into a position where it can develop with a more formalised structure. The aim is for the group to become more independent and to take on projects to support practice and develop practice services. It is hoped other patients will see the benefits in the coming year and to encourage more patients to join the group.**
- c) Priority Action 3 is still to be implemented having only been agreed in March but is expected to allow more patients to benefit from improved communication and updates on PPG activities. Deadline for completion by July 2015.**

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

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