

**G83651 BLACKHEATH PMS  
LOCAL PATIENT PARTICIPATION REPORT  
2017-2018**

**COMPONENT 1: PPG PROFILE**

At Blackheath PMS, we currently have 14 members in our Patient Participation Group (PPG).

The group is made up of 3 men and 11 women and are aged from 21 to 85 years. There is a good mixture of employed, unemployed and retired patients and the group includes carers, patients with disabilities and those with young families.

The ethnicity breakdown (with ages in brackets) is: Asian (22), White British (26), (33), (56) (71), (74), Indian (42), Chinese (54), Asian (57), Sri Lankan (62) (31), Asian (73), Afro Caribbean (76) and White British (86).

All of the PPG are registered patients at Blackheath PMS.

**PRACTICE POPULATION PROFILE**

The practice total list size is 6056 and its profile is made up of 3067 male and 2989 female patients. The ages of our practice population are:

<b>Age range</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
75+ years	114	156	270
65-74 years	171	187	358
55-64 years	295	261	556
45-54 years	440	366	806
35-44 years	584	481	1065
25-34 years	643	716	1359
17-24 years	246	291	537
0-16 years	574	531	1105

The practice catchment area is very mixed. The most common social group is ABC1 in the Greenwich and Blackheath areas and C2, DE in the Woolwich and Plumstead. There are several children living in the area. The adults are typically aged between 25 and 44 years. Households consist of young and older singles and couples. The ethnic break-down of the practice is typically white or of mixed race with 53% British or mixed British, 11% African, 10% Asian, 6% Indian, 3% Pakistani, 2% Chinese and 15% other ethnicity.

**THE PRACTICE POPULATION AND MEMBERSHIP OF THE PPG**

Our PPG is representative in its ethnicity of the practice population.

Recruitment for members has been on-going and we have tried to encourage attendance by putting up notices in the practice and on our practice website, asking face-to-face at GP consultations and also when registering new patients.

We continue to capture the views of our patient population in other ways for example through the Friends and Family Test (iplate), by reviewing NHS Choices website comments, and by reviewing the National GP Survey. All of these initiatives are fed into our PPG meetings and are discussed in detail.

We have used our best endeavours this year to ensure that the PPG is representative of the registered practice population.

## COMPONENT 2: LOCAL PRACTICE ISSUES & SURVEY

### *Background:*

Blackheath PMS set up the PPG in 2011 and since then has been holding meetings on a very regular basis. On average, 2–3 meetings are held throughout the year. Each meeting has a defined agenda agreed by the PPG and all meetings are minuted, mailed to members and made available on the practice website.

All practice staff are invited to attend as it gives them a clearer understanding of patient's needs and provides the opportunity to listen and think about where improvements can be made. It also provides an open platform for the staff to share some of their concerns and to voice any issues that they might be finding difficult on the front line.

### *PPG Meeting:*

This year our PPG meetings were held on **26 June 2017**, **4 October 2017** and **12 February 2018**.

All meetings included a discussion on comments and statistics from the **Friends and Family Test**, **NHS Choices** website and the **National GP Survey**.

At the October meeting last year's **Practice Action Plan** was discussed and the PPG were pleased at the outcomes. **Future priorities for 2017/18** were also discussed and some immediate priorities identified. Full details of both last years and this year's **Action Plans** are listed at the end of this report.

The PPG then discussed areas that they felt should be included in the **Annual Practice Survey** 2017/18. The PPG agreed that there should be a question about repeat prescribing, its issuing and its use via the online ordering. The PPG asked that it include something on Test results and how they were being managed. The new Out of Hours Hub facility was another area that the PPG wanted to include and as meetings had included discussion around gluten free foods and Macular Degeneration, to think about including these two areas as well if possible.

There was overall agreement with the PPG that 10 questions should be included and a box available for comments.

Timing for the **Annual Practice Survey** was discussed and it was noted that several members had recently completed the National GP Survey and that patients may be reaching survey overload. Therefore it was agreed that the **Annual Practice Survey** should be delayed until after Christmas.

At the PPG meeting on **12 February 2018** the full **Annual Practice Survey** results were reported to the group.

### *How were the questions developed?*

The questions for the patient questionnaire were developed and agreed jointly with the PPG by building on the previous year's questionnaire, following review of other sources of patient data, reviewing with the PPG and then by seeking their agreement. 10 questions were created and were graded in a simple format to enable completion.

### COMPONENT 3: THE LOCAL/ANNUAL PRACTICE SURVEY

*Please describe how the survey was conducted?*

The **Annual Practice Survey** was given to patients either by their GP, the practice Nurse or the Reception team and mailed to email addresses using Survey Monkey.

Completed surveys were then dropped into a dedicated box in the Reception area and an independent consultant collated the results and generated a report using Survey Monkey. Analysis was fed through to practice staff and also to the PPG at the meeting on 12 February 2018.

The **Annual Practice Survey** was made available throughout January 2018 and a total of 385 responses were received.

*What were the survey results?*

**78% of patients** reported that their prescriptions were always ready on time and **82%** were issued correctly. **30%** of patients used the online ordering facility with **65%** choosing not to.

Test Results were available on time at **73%** and comments made that incorrect advice was sometimes given at the hospital to say results would be available within a day or two, which is not always the case. **75%** of patients were aware of the Out of Hours Hub, with **25%** of patients making use of the service. **25%** of patients said that they would like to receive information regarding this service.

**28%** asked to be provided with information regarding Macular Degeneration.

Further comments included the queuing system when the phone lines were engaged and comments that some medications were not always available at the chemist. There were also positive comments received regarding staff.

### COMPONENT 4: REPORTING BACK TO THE PPG

Once the results of the **Annual Practice Survey** were known, the PPG were invited to a meeting held on **Monday 12 February 2018** and the findings discussed. There was a good discussion and the PPG made several comments which were built into the action plan.

There were no significant changes or disagreements arising out of this and no contractual considerations or alternation to services provided, therefore NHS England were not contacted.

### COMPONENT 5: AGREEING THE ACTION PLAN WITH THE PPG

At the **October 2017** meetings some items for the Action Plan were developed with the PPG and then at the **February 2018** meeting, following the presentation of the **Annual Practice Survey** results. the Action Plan was updated and agreed.

The **Action Plan** was to:

1. Investigate the engaged tone for those queuing on the phone for appointments etc. Increase lines from 5 to 10
2. Resolve issues with IPlato (online ordering facility) to ensure that when patients booked or cancelled appointments that this worked effectively
3. Continue to advise patients of amounts of DNA appointments and costs involved
4. Encourage new members to the PPG and encourage attendance
5. Continue to advise and promote the Patient Code of Conduct and The Zero Tolerance Policy
6. Update the practice website with new staff and services.

## **COMPONENT 6: PUBLICISING THE LOCAL PARTICIPATION REPORT**

The report and Action Plan was posted on the practice website [www.woodlands-charlton-surgeries.nhs.uk](http://www.woodlands-charlton-surgeries.nhs.uk)

The Action Plan was also sent to the PPG and copies placed on the practice notice board/ waiting room.

## **OPENING TIMES**

### **Woodlands Surgery**

Monday	08:00 - 18:30		
Tuesday	08:00 - 19:30*	(1 hour GP and 1 hour nurse from 18.30 - 19.30)	
Wednesday	08:00 - 19:30*	(1 hour GP from 18.30 - 19.30)	
Thursday	08:00 - 18:30		<i>*Extended opening</i>
Friday	08:00 - 18:30		
Weekend	<i>Closed</i>		

### **Charlton Road Surgery**

	Morning	Afternoon
Monday	08:00 - 13:00	16:00 - 18:30
Tuesday	08:00 - 13:00	16:00 - 18:30
Wednesday	08:00 - 13:00	16.00 - 18:30
Thursday	08:00 - 13:00	Closed
Friday	08:00 - 13:00	16:00 - 18:30
Weekend	<i>Closed</i>	<i>Closed</i>

Our Out-of-Hours care service is provided by 111 service and Greenbrook.

<b>BLACKHEATH PMS</b>					
<b>ACTION PLAN 2017/18</b>					
	<b>PLAN &amp; PRIORITIES</b>	<b>BY WHOM</b>	<b>WHEN &amp; HOW</b>	<b>WHEN COMPLETE</b>	<b>RESULTING CHANGES</b>
1	Investigate the engaged tone for those queuing on the phone for appointments etc. Increase lines from 5 to 10	PM	December 2018		
2	Resolve issues with IPlato (online ordering facility) to ensure that when patients booked or cancelled appointments that this worked effectively	PM	December 2018		
3	Continue to advise patients of amounts of DNA appointments and costs involved	All staff	On-going		
4	Encourage new members to the PPG and encourage attendance	All staff	On-going		
5	Continue to advise and promote the Patient Code of Conduct and The Zero Tolerance Policy	All staff	On-going		
6	Update the practice website with new staff and services	PM/All staff	ASAP		

**BLACKHEATH PMS  
ACTION PLAN 2016/17**

	<b>PLAN &amp; PRIORITIES</b>	<b>BY WHOM</b>	<b>WHEN &amp; HOW</b>	<b>WHEN COMPLETE</b>	<b>RESULTING CHANGES</b>
1	Provide coat hooks for all patient toilets	PM	ASAP	Completed Nov 2016	Good patient feedback
2	Produce a poster/visual communication on the amount of DNAs	PM	ASAP	Completed Nov 2016	Good patient feedback
3	Produce and disseminate an agreed Code of Conduct on the practice's expectations of its staff and its patients	All staff/PPG	ASAP	Completed October 2016	Better communication and awareness of expectations
4	Produce and disseminate a list of useful frequently asked questions (FAQs)	All staff	ASAP	Completed January 2017	Better communication and awareness of expectations
5	Continue to recruit /encourage membership of the PPG	All staff	March 2018	On-going	
6	Explore the idea of establishing an online/email PPG group	PM/GPs	March 2018	On-going	