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: Blackfriars Medical Practice

Practice Code: G85642

Signed on behalf of practice: René Mehta ……………………… Date: 26/03/2015

Signed on behalf of PPG: Rebecca Clark ……………………… Date: 26/03/2015

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

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| Does the Practice have a PPG? **YES** | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) – **Face to Face, Email and via Practice Website** | |
| Number of members of PPG: **17** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 3333 (49%) | 3442 (51%) | | PRG | 5 (29) | 12 (71%) | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 619 (9%) | 1964 (30%) | 1618 (25%) | 953 (14%) | 626 (9%) | 431 (6%) | 278 (4%) | 212 (3%) | | PRG | 0 | 0 | 1 (6%) | 4 (24%) | 4 (34%) | 2 (12%) | 1 (6%) | 5 (30%) | |
| Detail the ethnic background of your practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed | | Practice\* | 1037 | 45 | 0 | 354 | 25 | 26 | 25 | 36 | | PPG | 9 | 1 | 0 | 2 | 0 | 3 | 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\* | 53 | 18 | 17 | 53 | 58 | 224 | 51 | 21 | 3 | 54 | | PPG | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 |   \*Please note that the Practice does not have the ethnicity status for every single patient | |
| 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 endeavoured to encourage membership of the PPG via recruitment notices in the surgery, the practice leaflet, practice website and opportunistically when members of the reception or clinical team see patients. Recruiting patients under 35 has proven difficult despite our best efforts. We have tried to hold the PPG meetings at various times during the day and the evening to encourage attendance but we have been unable to find a specific time that suits all parties. We have tried very hard to engage opportunistically with those patient types not currently represented by the PPG but so far this has proven unsuccessful. | |
| 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 student population who have proven hard to engage with. Anecdotal feedback from several students suggests that this particular cohort are either busy with their studies or may only be in the practice catchment area for their first year of study before relocating elsewhere in London and for that reason are not interested in engaging with the PPG. We have endeavoured to share PPG minutes via the website so that patients who are unable to attend can still engage and understand the work carried out by the group. | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  NHS Choices reviews, opportunistic feedback, FFT since December 2014, feedback via practice website, Comments/Suggestion box |
| How frequently were these reviewed with the PPG? At each quarterly meeting |

1. Action plan priority areas and implementation

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| Priority area 1 |

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| Description of priority area:   * Implement a Comments/Suggestions box at reception |
| What actions were taken to address the priority?   * It was recognised by the PPG that this would be a good method of gaining feedback from patients who cannot attend any meetings but who still have useful feedback for the practice * Practice manager put a box at reception for patients to use a pre-defined form asking for comments/suggestions * This form has now been superceded by the Friends & Family Test (FFT) form * Patients can also leave feedback via the Comment section of our practice website |
| Result of actions and impact on patients and carers (including how publicised):   * Posters were displayed in the surgery asking for comments/suggestions * These were superceded by the FFT posters which were centrally distributed by NHS England in late 2014 * Comments/Suggestions are also collected by the practice website, wherein patients can contact the practice directly * The feedback has been extremely positive. Some of the comments received include:   “Very friendly and polite surgery – always” “Friendly, competent, reassuring and flexible” “Great reception staff, excellent clinical care” |

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| Priority area 2 |
| Description of priority area:   * Reconfigure the Patient Arrivals System in reception |
| What actions were taken to address the priority?   * It was recognised by the PPG that the electronic Patient Arrivals system is a very good way to free up reception time and save patients having to queue up at reception simply to announce their arrival for an appointment. The arrivals screen had not worked since the move to a new computer system. * The Practice Manager liaised with the suppliers (Jayex) and a new licence and software were purchased so that the system could be updated to function correctly. |
| Result of actions and impact on patients and carers (including how publicised):   * Patients are now able to use the electronic arrivals system which has freed up some time for the reception staff to deal with other issues. * Patients are still at liberty to speak to reception staff, if they wish, to let them know that they have arrived * The system is well liked and a new licence for next year has been purchased |

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| Priority area 3 |
| Description of priority area:  Giving patients online access to immunisation data |
| What actions were taken to address the priority?   * This year NHSE mandated that all surgeries must offer the following online services to its patients; allergies, adverse reactions and medication, appointment booking and repeat prescriptions. * The PPG agreed that it would be beneficial for patients to also have access to immunisation data * Staff training was received from the practice’s allocated IM&T Facilitator (via the Commissioning Support Unit) on |
| Result of actions and impact on patients and carers (including how publicised):   * The functionality was publicised in the surgery and via the practice website * Anecdotal feedback from patients is that they really appreciate having quick access to this data without having to contact the surgery to enquire, especially when they need to know what travel vaccines they have had previously * This has also proven popular due to the fact that child immunisation data is traditionally kept by the patient in their “red baby book” which can often be lost/misplaced |

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):

Last year the PPG set the following as priority areas:

1. The practice will implement the facility for online appointment booking before the end of March 2014
2. The practice will implement the facility for requesting repeat prescriptions online before the end of March 2014
3. The practice will add the facility for online appointment booking to its new practice website
4. The practice will add the facility for requesting repeat prescriptions to its new practice website

All of the above priorities were completed by 31st March 2014.

Online access to data has proven very popular amongst our patients, especially as they can access repeat prescriptions and appointment bookings via the Patient Access app on their mobile phones.

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: 26/03/2015 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?  Has the practice received patient and carer feedback from a variety of sources?  Was the PPG involved in the agreement of priority areas and the resulting action plan?  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Do you have any other comments about the PPG or practice in relation to this area of work?  The practice has engaged with the PPG at face to face meetings every three months and via the practice website. As already noted on this report, the practice has tried to engage with seldom heard groups in the practice population by means of opportunistic intervention by the clinical and administrative staff. This has succeeded to varying effect. We will continue to do our best to engage with seldom heard groups and will continue to promote the North Southwark locality PPG meetings and the Clinical Commissioning Group’s (CCG) training for PPG members.  There is a range of means for patients and carers to give feedback about the surgery and its services e.g. online via NHS Choices or the practice website, verbally and via paper forms held at the practice. In December 2014, the practice implemented the new Friends & Family Test (FFT). FFT asks patients whether they would recommend the practice to their friends and family on a scale ranging from very likely to very unlikely. They are also asked to add any further comments.  These FFT ratings were reported online to NHS England from January 2015  Practice received 16 responses in December; 16 extremely likely  Practice received 19 responses in January; 16 extremely likely, 2 likely and 1 extremely unlikely  Practice received 15 responses in February; 11 extremely likely, 2 likely and 2 extremely unlikely  Patient feedback is reviewed at each PPG meeting.  The practice also hosts Southwark Carers on the first Monday morning of every month. Patients and/or their carers can have an appointment with Southwark Carers at the surgery to learn about what support this valuable organisation can offer i.e.; benefits advice, counselling, respite etc...  The priority areas in this report were agreed with the PPG in June 2014 and progress has been reported back at subsequent meetings. This final report was agreed at the PPG meeting on 26th March 2015.  The service offered to patients as a result of the implementation plan has improved in so far as the practice has been able to provide more useful services to its patients in the form of;   * providing a comments/suggestions box at reception and online via the practice website to gather patient feedback * reconfiguring the patient electronic arrival system so that patients can easily and quickly notify the practice of their arrival for an appointment without the need to queue at the front desk * providing access to immunisation data online for those patients who would like it   The practice and the PPG would very much like to continue to offer an improved service to all of its patients and welcomes further input from any patients wishing to join the group on a regular or semi-regular basis. |