

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 by no later than 31 March 2015

Practice Name: The Hammersmith Surgery

Practice Code: E85033

Signed on behalf of practice: *Lesley Kenny*

Date:16.03.2015

Signed on behalf of PPG:

Date:

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, Webpage Aim: Quarterly Meetings
Number of members of PPG: 7

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<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>4342</td> <td>4587</td> </tr> <tr> <td>PRG</td> <td>2</td> <td>5</td> </tr> </tbody> </table>	%	Male	Female	Practice	4342	4587	PRG	2	5	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1309</td> <td>820</td> <td>2492</td> <td>1485</td> <td>1072</td> <td>768</td> <td>498</td> <td>485</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td>1</td> <td>1</td> <td>4</td> <td>1</td> <td></td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1309	820	2492	1485	1072	768	498	485	PRG				1	1	4	1	
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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	2517	236	0	2122	166	93		461
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	138	42	38	125	191	26	41	249	13	
PRG										

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:

Advertising – Waiting room/Website/Nursing Home

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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?

The practice currently includes patients/carers & staff from the nursing home we provide full GMS services

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: Regular meetings/communication with care staff

2. Review of patient feedback

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

- NHS Choices website
- Suggestion box – now replaced with Friends and Family
- Verbal communication with front line staff, documented and acted on

How frequently were these reviewed with the PRG – Quarterly

Each of the scheduled meetings:- Wed 21.05.2014
Fri 01.08 2014 – did not take place, due to holidays,
Mon 24.11.2014
Thurs 19.02.2015

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Appointment availability</p>
<p>What actions <u>were</u> taken to address the priority?</p> <ul style="list-style-type: none">Increased weekly appointment capacity by engaging locum doctors, actively trying to recruit permanent doctors, this is proving to be extremely difficult, we are also looking to skill mix with Nurse Practitioners, PA Assistants, Pharmacists
<p>CQC Quality Report - Are services responsive to people's needs?</p> <p>The practice is rated as good for responsive. The practice reviewed the needs of their local population and engaged with NHS England and the Clinical Commissioning Group (CCG) to secure service improvements where these were identified. The practice had implemented suggestions for improvements and made changes to the way it delivered services as a consequence of feedback from the Patient Participation Group (PPG). Patients reported good access to the practice and with urgent appointments available the same day, although some commented negatively about the appointment system. The practice had good facilities and was well equipped to treat patients and meet their needs. There was an accessible complaints system with evidence to demonstrate that the practice responded to issues raised. There was evidence of shared learning from complaints with staff.</p>

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Priority area 2

Description of priority area:

Online services

What actions were taken to address the priority?

Online services have been extended to include

- Book appointments
- View future appointments
- View passed appointments
- See current prescriptions
- Request change of pharmacy
- Request change of contact details
- Request a change of password
- See summary patient record

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

This has proved to be very popular and is offered at the point of registration and is advertised both on the website and in reception to existing patients

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Priority area 3
<p>Description of priority area:</p> <p>Improving Customer Care</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>All staff were actively encouraged to undertake online training, In house training was also undertaken and will be a fixed quarterly training item for the future</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The practice has received an increase in positive versus negative comments regarding frontline staff, this also shows in the CQC Quality Report – Respect, Dignity, Compassion & Empathy</p> <p>During our inspection we observed staff to be kind, caring, and compassionate towards patients attending the practice and when speaking to them on the telephone. Patients we spoke with told us that they were treated well by the practice staff and that they were treated courteously, with kindness and respect. Many of the completed Care Quality Commission (CQC) comment cards we received referred to staff as kind, respectful, caring, polite friendly and helpful. Evidence from the latest GP national patient survey published by NHS England July 2014 showed that patients were satisfied with how they were treated. 86% said that the last GP they saw or spoke to was good at treating them with care and concern and 68% were satisfied with the level of privacy when speaking to receptionists at the surgery which were both above the CCG average. The practice was above average in the Clinical Commissioning Group (CCG) area for its satisfaction scores on consultations with doctors. 87% of respondents said that their GP was good at listening to them and 88% said their GP gave them time.</p>

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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):

Enabling electronic communications for booking appointments – achieved

Enabling electronic communications for repeat prescriptions – achieved

Enabling electronic patient registrations – achieved

Communication with patients – improved

Respecting privacy – improved

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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:

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

- Have tried, remains difficult to engage with certain groups, time is a factor, even though we have offered flexibility including Saturday's and telephone accessibility

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

- Friends & Family Test, Learning Disability Team, District Nursing/Community Matron

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

- Yes

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

- We still have a way to go, establishing a stronger core group to include those least represented, would I believe to be more beneficial to all parties and is ongoing, with the aim to strengthen the existing group, through word of mouth and advertising

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

- Ongoing

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