

# 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: Hampton Wick Surgery

Practice Code: H84032

Signed on behalf of practice: Date:10/3/2015

Signed on behalf of PPG: Bonnie Green – PPG Chairperson Date: 10/3/2015

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

Does the Practice have a PPG? YES												
Method of engagement with PPG: Face to face, telephone, Email, Other Face to Face for quarterly meetings												
Number of members of PPG:11 Members												
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	4772	4665		1583	740	1372	1838	1543	1015	712	634
	PRG	1	10					1	2	2	5	1

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	6267	168	0	1416	55	53	87	51
PRG	10	0	0	0	1	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	235	60	18	115	110	96	44	12	0	239
PRG	0	0	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:

The practice has posters throughout the surgery building and on the surgery website inviting patients to become members of the PPG. We also published information about the PPG and how to become a member in the PPG newsletter and Practice Leaflet and current PPG members arranged for posters to be displayed in local libraries and other public meeting areas including the local railway station. Patients are also opportunistically invited to become members in face to face encounters.

The PPG and GP's in the practice have reviewed the demographics of the patient population and specifically targeted those groups which are underrepresented in the current makeup of the PPG, for example we have invited carers of local elderly nursing homes, and the carers of the 'independent living' residential homes of patients with learning disabilities (68 registered patients).

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?

NO

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

1. Review of patient feedback

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

Ipsos Mori GP Survey reviewed 18/6/2014

HWS Practice Survey and comments to identify Action plan for 2014-2015 see 2 below.

Patient's comments from website/comments box/e-mail.

Friends and Family Test comments

How frequently were these reviewed with the PRG?

Quarterly with the PPG, monthly internally.

## Priority area 1

### Description of priority area:

Analysis: Patient responses and comments from the patient survey indicated that a greater proportion of patients are either unable to see the Dr of their choice, or have the impression that they are unable to consult with a Dr within a 24hr/48hr period. The following comments were also considered:

- **Comment** - Appreciate the later opening hours; able to make an appointment in advance to see Dr/nurse; large clean reception rooms. Classical/relaxing music would be of huge benefit and appreciation – proven to calm nerves/complaints etc. in Drs Surgeries.
- **Comment** - Please improve opening hours and the number of Dr's available at any time.

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

- **Action** - Improve patient understanding of the availability of the Duty Dr access via the website and practice leaflet.

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

- The practice leaflet was redesigned and more information published about Dr availability. Additional information was placed on the website, and a PPG Newsletter introduced which had an article on the Dr telephone-triage appointments.

## Priority area 2

### Description of priority area:

Analysis: Patient responses and comments from the patient survey indicated that they are very highly satisfied with the clinical care provided, but the following comment suggests that they would like more information.

- **Comment** - Generally good, but you have to hunt for information on-line, not offered by reception.

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

- **Action** - Clinicians to be encouraged to explain further the patient treatment plans.
- **Action** - Promote links to NHS websites with information about how to manage/prevent illness and encourage clinicians to provide written patient advice leaflets during the consultation

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

Patients feel more empowered about their health. Patients feel more educated about self-management.

### Priority area 3

#### Description of priority area:

Analysis: Patient responses and comments from the patient survey indicated that only a small percentage of patients surveyed had any knowledge of the online appointment booking service, and only 50 % had any knowledge about the Electronic Prescribing System and the ability to request Repeat Prescription Online, despite extensive advertising and posters displayed throughout the surgery and on the website and in the practice leaflet.

**Comment** -My only complaint would be the difficulties over repeat prescriptions (ref Electronic Prescribing System), there is confusion over the renewal/review and where the repeat prescriptions are held, pharmacy or to be collected at surgery.

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

**Action** - Continue to promote on-line services - on-line repeat prescription requests - on-line appointment booking - electronic prescribing services.

**Action** - Meet with the pharmacy to foster greater collaborative working. GP's encouraged local community pharmacy to attend EPS training. 2 x GP's, the PM and another staff member attended EPS training along with community pharmacy colleagues. All the practice staff have received training in EPS tracker systems.

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

The EPS system had many teething problems when it was first introduced, and patients lost confidence in the proposed benefits.

We are actively encouraging patients to agree to receive electronic prescribing, and a further promotional drive is published on the website and will be a feature article in the next PPG Newsletter.

We have engaged in joint training sessions with the pharmacy to better understand the system from each other's working environment, which in turn should better enable us to handle the queries from patients.

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):

### **Action Plan 2013-2014 Progress Update**

#### **Communication**

- Put up notice boards in both waiting rooms - **implemented**
- Silent TV screens with text and health messages - **installed**, discussed personalised health messages from GP's in the surgery.
- Try and tell patients about website ( notices in waiting room, on prescriptions, reception staff, via e-mail) - **ongoing**
- Display 111 information - **completed throughout a six month period**

#### **Telephones**

- Review phone message and consider changing - **telephone message changed will review again in six months**
- Consider call queuing - **increased staffing to reduce waiting times**

#### **Access**

- Informing patients of triage system, update website or notice in waiting room - **ongoing**
- Informing patients of opening hours - **available via Practice Leaflet and Website**
- Display days doctors work on website - **available via Practice Leaflet and Website**

## 2. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 10<sup>th</sup> March 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?

We have approached carer groups, and residential homes.

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

Yes

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?

- Notifications to Carers via a dedicated notice board about local events and services available. We have also have available a Cares Directory of organisations which provide support to Carers.
- The PPG have launched the Hampton Wick Newsletter, with bi annual publication. It is being used as a vehicle to bring awareness to patients about how to access the surgery appointments systems, where to go when the surgery is closed with a full description of the local OOH services, provides useful links to patients advice leaflets to encourage self-care, and promotional editorial about Flu vaccinations and the launch of online services.

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

The Chair of the PPG regularly attends the CCG PPG Network and from this updates the PPG members on local health and social care consultation and engagement initiatives as well as feeding their views/experiences to the Network. Other PPG members have attended and contributed to a number of CCG engagement opportunities.



