

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

London Region North Central & East Area Team

Practice Name: Charlton House Medical Centre

Practice Code: F85017

Signed on behalf of practice: Justin Mason

Date: 30/03/2015

Signed on behalf of PPG: James Nicholls

Date: 25/03/2015

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																																					
Number of members of PPG: 14																																					
Detail the gender mix of practice population and PPG:	Detail of age mix of practice population and PPG:																																				
<table border="1"><thead><tr><th>%</th><th>Male</th><th>Female</th></tr></thead><tbody><tr><td>Practice</td><td>2890</td><td>2889</td></tr><tr><td>PRG</td><td>5</td><td>9</td></tr></tbody></table>	%	Male	Female	Practice	2890	2889	PRG	5	9	<table border="1"><thead><tr><th>%</th><th><16</th><th>17-24</th><th>25-34</th><th>35-44</th><th>45-54</th><th>55-64</th><th>65-74</th><th>> 75</th></tr></thead><tbody><tr><td>Practice</td><td>731</td><td>873</td><td>1028</td><td>1352</td><td>871</td><td>596</td><td>291</td><td>144</td></tr><tr><td>PRG</td><td>0</td><td>0</td><td>2</td><td>3</td><td>3</td><td>2</td><td>3</td><td>1</td></tr></tbody></table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	731	873	1028	1352	871	596	291	144	PRG	0	0	2	3	3	2	3	1
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Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

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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	735	55	126	1320	0	726	0	0
PRG	3	1	0	4	0	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	213	0	0	113	563	1296	1832	163	42	0
PRG	1					1	3	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:

It is the practice policy to actively encourage all patients to take an interest in the PPG regardless of gender, age, and ethnicity. All patients who show an interest are always offered to attend every meeting. The Practice Manager actively encourages frequent attendees to the practice to join up as they use the service regularly.

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

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:

2. Review of patient feedback

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

We receive feedback via NHS Choices. The Practice Manager offers an open door policy so that any patients that wish to feedback negatively or positively can do so there and then while they are in attendance. We also take concerns and queries via the practice email which is advertised within the practice and all staff have been trained to give out practice email to patients who may have concerns. We also have a suggestion and complaints box where people can anonymously feedback.

How frequently were these reviewed with the PRG?

All feedback when received is collated, presented and discussed at the next meeting. Actions discussed and appropriate action taken if applicable.

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Patient survey - due to change in management and lack of interest in the PPG

What actions were taken to address the priority?

- In house survey: It was agreed that we would run a spot check survey on different days and times to get a feel for patients. It was agreed this would be anonymous to staff members and days picked by the practice manager to try to get feedback from an average day at the surgery.
- Set up text messaging survey to be sent out.
- IT manager to set up survey monkey to allow a varied and alternative range of opportunities to gain feedback.

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

Feedback running through January, February and March 2015 as agreed with the PPG. Results and action plan to be discussed at the next meeting 29th April 2015. It was agreed by the PPG not to meet prior to April due to the practice demands in the last quarter and this would also give time for us to collect the data and prepare and present to the PPG, as it was agreed by the practice and PPG that 3 month collection of data between January to March 2015 would get the best coverage of patients.

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Priority area 2

Description of priority area:

New Build premises – it has been a long standing issue that the current premises are not fit for purpose under current guidance. The surgery lease also expires in August 2015.

What actions were taken to address the priority?

- Seek opinion of Ferry Lane Support Group (a local support group of patients who used to attend the branch surgery in Ferry Lane)
- PPG to consider what they would like from the new building i.e. services, in house or additional to practice. The practice asked the PPG to think and present their new ideas at the next meeting in April.
- Run a survey and consultation with patients on their feelings over a new building and its location.

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

The practice manager met with the Ferry Lane Support group leader explained the situation and plans and they have agreed to attend the next meeting in April.
Survey and consultation running the practice with posters in the waiting room and staff opportunistically asking patient opinions.

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Priority area 3

Description of priority area:

Promote and develop PPG

What actions were taken to address the priority?

- Advertise and promote PPG to Patients in the waiting room, new signs for fresh interest.
- All staff to ask patients opportunistically if they are aware and would like to take in interest.
- Add additional question to the practice survey asking patients if they are aware of the service and would they like to take an interest
- Language barrier main identifier as to why patients don't take part. Practice manager to ask local community leaders to help support and speak to patients who may use their service. Also consider interpreting service at meeting to allow patients who do not speak English to give their opinions and actively take part in the PPG.
- Speak to the Ferry Lane Support group to encourage participation
- Advertise on websites
- Practice manager to run an audit of frequent attenders to the surgery and try to encourage them to join as frequent users may be able to offer more feedback as they have more interaction with the practice.

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

- New signs added to reception and waiting areas
- Questions added regarding PPG to survey as approved by PPG.
- Practice manager has emailed various local support groups including a local Turkish community and the mosque next door to encourage these patients to take part. They have agreed to attend a meeting if required as an interpreting service.
- Practice manager met with the Ferry Lane Support Group leader, advised her of the changes and how we would like their input. She has agreed to attend the next meeting in April and will speak to other members who are also patients to encourage them to attend.
- Advertisement on website

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

- Practice manager has made contact with 25 frequent attenders and has so far taken details of 4 who have taken an interest and have said they will attend the next meeting in April.
- So far PPG has been increased by 8 members.
- Continue with current plans.

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):

There are two areas of issues raised in the previous year.

Premises – this has been an on-going issue for a long time. The practice is safe following a CQC inspection August 2014, the building was declared fit for purpose but the surgery development will rely on a better building with better facilities. The lease is due to expire in August 2015 and due to changes in current guidelines a move to an alternate surgery is on-going as locations are being looked for. The progress made this year is that a site for a new building has been acquired; plans are currently being drawn up. Discussions are on-going with NHS England. If the building is not ready in time it is a possibility that we will move to port cabins which will have fully functional clinical rooms, waiting areas, and reception. There will be no disruption to services at any point.

Lack of appointments - Ongoing issue, not having many appointments available. In the previous year one partner retired, one partner left, additional partner was found. The practice is on-going with regular locums looking to recruit a salaried GP with view to partnership to provide continuity of care to patients. Progress made through this year – we had two doctors who were interested, did trial sessions and chose not to take the opportunity. New recruitment female GP in December 2014, who has agreed to a 6 month contract, we hope it will work out and she will continue. She also provides specialist interest of sexual health and the surgery in looking to secure additional sexual health services in house.

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

Progress on previous years

4. PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: 25/03/2015

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 is trying very hard to engage with the PPG and rebuild the service as the previous manager and the PPG did not develop well and there was much disillusion amongst the PPG.
- Practice manager is actively trying to restore faith to the PPG by taking action quickly and efficiently and reporting back. The practice is also trying to actively encourage additional members to take part in the PPG by contacting local support groups, via talking to patients opportunistically in the surgery, via surveys.
- {Practice is also looking into an interpreting service to try to encourage non English speaking patients to take part in the PPG. The practice is continually asking to receive patient feedback via patient and carer feedback, via in house through surveys through practice email and through text service.
- PPG are involved fully involved in the agreement of the priority areas and the action plans and are encouraged by the practice to engage more
- The services being offered to patient and careers have improved as a result of the implementation of the action plans, we know this through an increase of positive feedback, lower level of patient complaints and as the practice is currently under development we hope that the service will continue to improve.

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

- Due to the disillusionment of the PPG in past years, the practice is quite enthusiastic following the practice manager speaking with patients; support groups and have already increased the PPG by 8 members. We hope to continue this strategy and continue to work close with a wider PPG so that we can improve the care and services offered by Charlton House Medical Centre.