

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

London Region South London Area Team

Complete and return to: [nhscb.lon-sth-pcc@nhs.net](mailto:nhscb.lon-sth-pcc@nhs.net) by no later than 31 March 2015

Practice Name: The Woodlands Practice

Practice Code: Y00542

Signed on behalf of practice: Rebecca Green (Practice Manager)



Date: 19/3/2015

Signed on behalf of PPG:



Date: 19/3/2015

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

Does the Practice have a PPG? YES / NO											
Method(s) of engagement with PPG: Face to face, email & post											
Number of members of PPG: 20											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	4559	4913	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	5	15	Practice	2050	937	1220	1376	1663	942	695	589
			PRG	0	0	1	2	6	6	2	3

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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	1437	7	0	571	55	49	45	55
PRG	17	0	0	0	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	126	21	77	164	75	0	2	21	0	7
PRG	2	0	0	0	0	0	1	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 believes we have a fair representative of our registered patients. Posters are displayed in the waiting room throughout the year, Invitations attached to prescriptions requests to try and reach patients that do not necessarily attend the practice. We have a section within our patient registration form, to recruit new members.

We identified that we did not have any patient representatives from the age range of 16-24. It was previously agreed to target this group by the receptionist handing out invitations specifically to patients in this age range. Unfortunately, we still did not manage to recruit any patients from this age group to be part of our PRG.

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/NO

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

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### 2. Review of patient feedback

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

Patient surveys were handed out to patients attending the practice for an appointment or collecting a prescription, whether it was for themselves or on behalf of someone else. Surveys were available from the reception area and a box was in the waiting room for patients to put their completed surveys in, so they could remain anonymous. Surveys were also posted to our PPG members and housebound patients. Comments on FFT surveys/complaints, written and verbal feedback were also considered.

How frequently were these reviewed with the PRG?

Annually

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area:

Educate/promote late night opening hours to patients

What actions were taken to address the priority?

Please see attached action plan

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

Details are included in the attached action plan. It is intended that the actions taken will create greater patient awareness of our late night opening hours to support patient demand.

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**Priority area 2**

Description of priority area:

Educate/promote Patient Online Access services available to patients.

What actions were taken to address the priority?

Please see attached action plan

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

Details are included in the attached action plan. It is intended that the actions taken will create greater patient awareness of the benefits of using this online service. It is the practice's aim to reduce telephone and face to face contact by encouraging patient's to use this facility, therefore making it more convenient for the patient as this is accessible 24 hours.

**Priority area 3**

Description of priority area:

Summary Care Record (SCR) awareness for patient's.

What actions were taken to address the priority?

Please see attached action plan

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

Details are included in the attached action plan. It is intended that the actions taken will create greater patient awareness.

Progress on previous years

Is this the first year your practice has participated in this scheme?

YES/NO

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

### **Review of 2013-14 action plan progress**

**Objective:** Educate/promote opening hours and services available

- Discuss with Appointment card supplier possibility of having surgery opening hours on card – opening hours now displayed on appointment cards.
- Send text message to patients – Text sent to whole practice population who have a mobile on 10<sup>th</sup> April 2014 informing them of opening hours.
- Improve & update notices in waiting room – Following practice refurbishment new notice boards have been added and opening hours displayed.

**Objective:** Educate/promote Patient Online Access services available

- Ensure all new patient registration packs include information regarding Patient Online Access – Patient Online Access information is now included in all new registration packs.
- Send text message to patients – Text sent to all patients over the age of 16 who have a mobile on 10<sup>th</sup> April 2014 informing them of this service.
- Display in practice waiting room - Following practice refurbishment new notice boards have been added and patient Online Access information displayed.

**Objective:** Feedback to reception staff patients satisfied with welcome.

- Discuss at next administration meeting – This information was discussed with the practice staff at the Admin Meeting on 12<sup>th</sup> March 2014.

**Objective:** Summary Care Record (SCR) awareness

- Continue & improve patient awareness through website, waiting room display, new patient registration packs – We continue to improve our displays regularly and update whenever there is a change.
- Set up patient newsletter & add details of SCR which will be displayed in waiting room & a copy available to read on the practice website – Patient newsletter is issued quarterly and includes this information.

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### 4. PPG Sign Off

Report signed off by PPG:

YES/NO

Date of sign off: 19/3/2015

How has the practice engaged with the PPG:

#### **How has the practice made efforts to engage with seldom heard groups in the practice population?**

The practice registration pack, our website and notice board displays all invite new patients to join the PPG group with information on how to apply. As previously mentioned in this report the 16-24 year old group is currently not represented. Despite receptionists actively inviting this age group when they present at reception we have still been unsuccessful. Moving forward we plan to continue this approach and in addition send PPG invites via text messages to this target age group.

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

Patient surveys were handed out to patients attending the practice for an appointment or collecting a prescription, whether it was for themselves or on behalf of someone else. Surveys were available from the reception area and a box was in the waiting room for patients to put their completed surveys in, so they could remain anonymous. Surveys were also posted to our PPG members and housebound patients. Comments on FFT surveys/complaints, written and verbal feedback were also considered.

#### **Was the PPG involved in the agreement of priority areas and the resulting action plan?**

Yes – The action plan was reviewed and feedback received on 18<sup>th</sup> March 2015.

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

Overall patient satisfaction with the Practice and reception staff has increased from 94.9% to 96.6% within the last year. Awareness of Patient Online Access has also increased from 21% to 37.7%, which proves that the improvements we have implemented have been successful.

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

We intend to hold quarterly meetings with the PPG, which we were unable to facilitate in the past. On completion of our building work, we now have the facility to do this. Our priority is to seek PPG members between the ages of 16-24 to represent this age group.

Complete and return to: [nhs.cb.lon-sth-pcc@nhs.net](mailto:nhs.cb.lon-sth-pcc@nhs.net) by no later than 31 March 2015

## The Woodlands Practice Patient Reference Groups Action Plan March 2015

Objective	Actions	Responsibility	Timescale	Resources/Funding	Progress
Educate/promote late night opening hours	<ul style="list-style-type: none"> <li>• Send text message to patients</li> </ul>	Practice manager	1 <sup>st</sup> May 2015	Time for staff member to create – Practice funding	In progress
	<ul style="list-style-type: none"> <li>• Improve &amp; update notices in waiting room</li> </ul>	Practice manager	1 <sup>st</sup> April 2015	Time for staff member to create, paper & toner – Practice funding	In progress
	<ul style="list-style-type: none"> <li>• Practice information sheet handout</li> </ul>	Practice manager	1 <sup>st</sup> April 2015	Time for staff member to create, paper & toner – Practice funding	Completed
Educate/promote Emis Access services available	<ul style="list-style-type: none"> <li>• Ensure all new patient registration packs include information regarding emis access</li> </ul>	Practice manager	1 <sup>st</sup> April 2015	Time for staff member to create, paper & toner – Practice funding	Completed
	<ul style="list-style-type: none"> <li>• Send text message to patients</li> </ul>	Practice manager	Ongoing & monthly review	Time for staff member to create – Practice funding	In progress – monthly text messages sent to non Emis access users
	<ul style="list-style-type: none"> <li>• Display in practice waiting room</li> </ul>	Practice manager	1 <sup>st</sup> April 2015	Time for staff member to create, paper & toner – Practice funding	In progress

<p>Feedback to reception staff patients satisfied with welcome</p>	<ul style="list-style-type: none"> <li>• Discuss at next administration meeting</li> </ul>	<p>Practice manager</p>	<p>30<sup>th</sup> April 2015</p>	<p>Time for staff members/Practice Manager to attend the meeting – Practice funding</p>	<p>To be discussed</p>
<p>Summary Care Record (SCR) awareness</p>	<ul style="list-style-type: none"> <li>• Continue &amp; improve patient awareness through website, waiting room display, new patient registration packs.</li> <li>• Continue to inform in patient newsletter, a copy is available to read on the practice website.</li> </ul>	<p>Practice manager</p> <p>Practice manager</p>	<p>1<sup>st</sup> May 2015</p> <p>31<sup>st</sup> May 2015</p>	<p>Time for staff member to create, paper &amp; toner – Practice funding</p> <p>Time for staff member to design &amp; create, paper &amp; toner – Practice funding</p>	<p>On going</p> <p>In progress</p>