

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

London Region South London Area Team
Complete and return to: nhs.cb.lon-sth-pcc@nhs.net by no later than 31 March 2015

Practice Name: Ashburton Park Medical Practice

Practice Code: H83033

Signed on behalf of practice:

Date: 24.03.15

Signed on behalf of PPG:

Date: 24.03.15

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, Email, Other (please specify)
Face to face and by email

Number of members of PPG: 13

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	1494	1447
PRG	4	9

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	692	297	506	461	390	245	167	123
PRG	0	1	1	0	0	3	5	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	261	16	0	235	37	24	12	18
PRG	6	0	0	2	1	1	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	292	57	32	21	256	422	229	12	1	4
PRG	2	0	0	0	1	1	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 profile of the Ashburton Park Medical Practice patient participation group is neither reflective nor representative of its practice population. The practice has found that the current membership reflects the types of patients who have a certain level of confidence, free time and have the flexibility to attend the meetings.

The practice has considered evening meetings to attract patients who are working, are in full time education or have children of school age. Unfortunately, such patients have not come forward or were able to offer their time.

The following steps were undertaken with an aim of increasing the membership to the group and making it more diverse:

- Posters were put at all the prominent places to persuade the patients to join the group.
- New patients were also invited to join when they were registering with the practice.
- PPG registration forms were distributed to existing and newly registered patients.

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- **“Help us serve to you better”** campaign was launched using poster and registration forms that encouraged patients who were waiting on appointments to join.
- The registration forms were available at the reception for all the patients to join.
- The reception team were tasked with promoting the group to patients.
- Our reception staff and team of clinicians have actively encouraged patients to join the PPG.

For further details please see the Patient Reference Group's- PRG-Profile 2014-15 as attached and also available on the practice website at <http://www.ashburtonparkmedical.co.uk/pages/Patient-Reference-Group>



PRG-Profile
2014-15.pdf

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:

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2. Review of patient feedback

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

Practice in-house survey
The GP patient survey
Friends and Family Test
Patient feedback and comments
Review of complaints and suggestions
Local voluntary group
Engagement with the PPG
Practice dashboard
CCG recommendations and advice

How frequently were these reviewed with the PRG?

The practice officially meets with its PPG at least twice or more a year as needed. PPG lead along with few patients attended a meeting for cancer patients at UCL to talk and share their experiences. PPG lead has also been active in educating and raising awareness for breast screening and bowel screening. The practice also held an in-house educational talk on heart matters conducted by a consultant cardiologist.

The practice has met with its PPG to discuss this year's practice patients' survey report 2014/15. This year three new questions were included in the survey including the FFT questionnaire. Results were compared from last year as well as the action plan. Based on the analysis of various feedback, three new priority areas were set for 2015/16.

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Provide patients online access to some of their medical records including Allergies and Medications. This is in addition to the already available provision of online appointments and prescriptions requests.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Extension of online access for patients was enabled in the clinical system to give access to those who would like to use this service. The practice is to continue raising awareness amongst the patients giving access to those requesting online access.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Will enable patients to view their medical records online including allergies and medications only. This service will facilitate patients in managing their own health. The full range of online services now offered includes:</p> <ul style="list-style-type: none">Online appointmentsOnline repeat prescription requestsOnline access to medical records including Allergies and Medications only. <p>Raising awareness opportunistically during consultations and at reception as well as with posters displayed in the surgery</p>

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Priority area 2

Description of priority area:

To provide early morning appointments on Fridays from 8-8:30am from 1st April 2015 for patients who need to see the doctor before going to work.

What actions were taken to address the priority?

Extra 30minutes early morning session for the doctor is created.
At least one appointment will be available for online booking.

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

Patient satisfaction and improved patient experience.

Awareness is raised via notice and at the point of patient contact requesting early morning appointment.

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Priority area 3
<p>Description of priority area:</p> <p>To provide additional health educational sessions such as the “Heart Matters” presentation conducted in Sept 2014. Topics such as coping with cancer, arthritis, diabetes and other endocrinology could be considered.</p> <p>To arrange talk on Asthma/COPD in May 2015.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>The practice held an in-house educational talk on heart matters conducted by a consultant cardiologist in Sept 2014. PPG lead along with few patients attended a meeting for cancer patients at UCL to talk and share their experiences. PPG lead has also been active in educating and raising awareness for breast screening and bowel screening.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Improved self-care Optimising patient treatment Prevent hospital admissions Quality of life</p> <p>Publicised via patient notice and informing Asthma/COPD patients.</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):

Following is the completed action plan from the previous year:

	Recommendation And Suggestions	Action required	Practice Lead	Time frame for changes
1	Access to more available telephone and bookable appointments.	To promote the existing facility of booking appointments online. Telephone triaging in the mornings by a clinician to allocate suitable face-to-face or telephone appointments at convenient times for patients.	Practice Manager	Completed
2	0844 number	Reverting back to 020 number from 0844 – New number is now in place as 0203 714 6868.	Practice Manager	Completed
3	Promote healthy lifestyle and self-care.	Smoking cessation support by clinician and pharmacist Self-care folder with information including contact details to be made available in the waiting room which is already in progress.	Practice Manager	Completed and on-going
4	To promote cancer screening and awareness.	Two of the patients from the PPG have volunteered to assist in campaigning at the surgery. Display posters at the surgery to promote breast, cervical, and bowel cancer screenings.	Practice Nurse	Completed and on-going

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4. PPG Sign Off

Report signed off by PPG:

Yes

Date of sign off: 24.03.2015

How has the practice engaged with the PPG:

As explained in detail above. Face to face, meetings, emails, feedbacks, surveys.

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

N/A

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?

Patients are able to book online appointments and request their repeat prescriptions as well as have access to their medical records including medications and allergies if requested.

With improved access, patients will have better experience of the services overall.

Improved self-care

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Optimising patient treatment
Prevent hospital admissions
Quality of life

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

The practice is committed towards on-going engagement with the PPG .

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