


Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
 2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Name: All Saints Practice

Practice Code: F8472

Signed on behalf of practice:  Date: 29/3/16

Signed on behalf of PPG:  Date: 29-3-2016

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, Email, notice board, letters

Number of members of PPG: 7

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	51%	49%
PPG	28%	72%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	25%	12%	28%	17%	8%	4%	3%	3%
PPG	14%	86%						

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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	7%	1%	7%	15%	1%	2%	1%	2%
PRG	29%			14%				

	Asian/Asian British				Black/African/Caribbean/Black British		Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black
Practice	3%	1%	31%	4%	3%	1%	1%	5%
PRG	14%		29%		14%			

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:

Proactive recruitment of PPG members from different clinics such as chronic disease, baby and sexual health to ensure a wide mix of patients sampled for the group.

Text messages, emails and letters were sent to patients for invitation and reminders.

All patients informed of PPG meetings via posters and leaflets.

Reminder slips attached to each appointment booked in practice.

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:

Received
FFT
NHS Choices
Verbal feedback
Meetings
Emails

Patient's feedback was predominantly around increasing access. More on the day access and greater availability of GP appointment was the key theme. The following areas were noted as focus areas:

1. Improve access
2. GP recruitment
3. An alternative to nurse led triage.

How frequently were these reviewed with the PRG? The PPG wished to meet twice a year. It was agreed to gain wider involvement of patient population by engaging with patients via online services such as FFT, NHS Choices, questionnaires and feedback slips.

The PPG met on 24th March 2016 and reviewed/finalised action plan 29th March 2016

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To improve patient access. Patients were unhappy with the three weeks wait time for routine appointment.

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
<p>Patient Access</p>	<p>Patients would like on the access to GP and requested more GP appointments to be made available for on the day access</p>	<p>Practice Manager and reception team.</p>	<p>April 2016</p>

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

Waiting time is slowly reducing. An additional investment of 2 sessions per week for three months has been put in. Online consultation has been introduced to allow access to GP advice/treatment within 24 hours via online clinical templates. This can be used for both urgent and non-urgent scenarios.

Priority area 2

Description of priority area:

To improve customer service. Customer service training for front end staff.

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
GP recruitment	Practice manager to continue to seek salaried GP for continuity	Practice manager	On-going

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

We have just finished a round of recruitment where 3 new salaried GPs have been appointed. Particular priority was given in ensuring a male to female ratio was balanced. This was a result of direct feedback from the PRG and wider comments obtained via FFT, questionnaires etc.

Recent feedback from PRG members have been extremely positive and they have welcomed the new GPs to the team.

PRG would like to see the practice maintain continuity and recruit more clinicians where possible.

Priority area 3

Description of priority area:

Raise awareness for online access for greater uptake of online services.

What actions were taken to address the priority?

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
To explore any feasible alternative to telephone triage	Practice management team to carry out review of the system to assess effectiveness . Demand audit to be carried out to ascertain practice population need.	Practice management team	On-going May 2016

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

Improved access to patient and carers. To constantly improve our systems to ensure a robust policy is in place to handle practice populations needs – unique to All Saints.

Allow better access for all patients and carers improving the health outcomes of all service users.

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):

Priority Area	What action has been taken?	Who is responsible for this?	What action still needs to be taken?	Deadline
1. Recruitment of GPs	Vacancies were advertised on BMJ, NHS Jobs and other relevant medium.	All Saints Management	Practice to monitor staff turn over	March 2015
2. Customer Service training for staff	All Saints has arranged and delivered two customer service training sessions	Practice manager	All frontline staff will have dedicated time to engage in a structured session delivered in house.	March 2015
3. Increase online access uptake	Practice proactively advertised online access and encouraged new patients to register as a default	Practice Team	All front line staff	March 2015

4. PPG Sign Off *Max Khan*

Report signed off by PPG: YES

Date of sign off: *29/3/16*

How has the practice engaged with the PPG: *Yes*

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

The Practice has spoken by word and mouth to patients by seeing them during their appointments and clinics – family planning clinic, chronic disease etc.

PPG was recruited to engage wider population, mainly mums from local schools.

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

Practice received feedback from FFT, practice surveys, verbal feedback and nhs choices comments.

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

Yes, PPG developed 3 focus areas; access, GP recruitment, an alternative to nurse led triage.

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

Patients are now happier as they are able to see GPs of their choice.

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

PRG are happy to engage and develop the practice systems together with the Practice.

PPG not in favour of nurse led triage – would like alternative.