

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

London Region North Central & East Area Team

Complete and return to: england.lon-ne-claims@nhs.net no later than 31 March 2015

Practice Name: Oak Lodge Medical Centre

Practice Code: E83032

Signed on behalf of practice:  DR SHERYL KAPLAN Date: 18/03/15

Signed on behalf of PPG:  Jennifer Barker Date: 18/3/15

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) The PPG is contacted via mail and email, and engaged with either through these means, but also by face to face meetings.
Number of members of PPG: 11

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49	51
PRG	45	54

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	24.5	10.3	20.7	16.5	11.0	7.5	5.5	4.0
PRG	0	0	9	9	9	0	9	64

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	162	315	2	5262	87	258	170	145
PRG	8	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	6	443	56	537	1949	2335	366	163	109	5828
PRG	1	0	2	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 PRG is made up of 11 registered patients ranging in age from 27 to 90 years old, of which there are 6 women and 5 men. The PRG representatives are from a variety of ethnic and social backgrounds, with some representatives being employed full-time, others part-time and some retired. The group's activities have been advertised in the waiting room, and recruitment is on-going, with posters in the waiting room encouraging patients to volunteer. By using posters to recruit, the PRG remains an initiative open to anyone who accesses the surgery to ensure the PRG remains representative of the registered patient population.

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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:

Sources of feedback included:-

- Patient survey
- Friends and Family Test
- Review of complaints and suggestions received by post or posted on the NHS Choices website
- CQC reports
- Face to face feedback and suggestions made by patients

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How frequently were these reviewed with the PRG?
The PRG met twice during the year to review the sources of feedback.

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3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To assess the appointment system

What actions were taken to address the priority?

A patient survey was carried out asking patients how far in advance they would like to book their appointments and how they would like to book them e.g. using the internet system or on the telephone. As agreed with the PPG, this took place from Mid-January 2015 to Mid-February 2015 and the results were published on the practice website in March 2015.

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

Please see the published report attached to this document or on the practice website, where it has also been published

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Priority area 2

Description of priority area:
Patient satisfaction

What actions were taken to address the priority?

This priority area was assessed using the Friends and Family Test (FFT), with responses completed using an electronic tablet at reception, by paper surveys or via text messages.
Complaints received by the practice, either on paper/verbal or as postings on NHS Choices were also reviewed by clinicians.

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

Monthly reports regarding FFT have been published with comments and action the Practice will take as a result. These can also be viewed on the practice website.

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Priority area 3

Description of priority area:

Refurbishment of the practice

What actions were taken to address the priority?

Over the last 3 years, the PPG Patient Surveys carried out have noted that patients are not satisfied with the state of the practice facilities. Therefore this year the waiting room and reception area were repainted, new carpets were laid and new chairs were installed.

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

For patients and their carers this has had a positive impact on their 'patient journey' as the waiting room is a more pleasant environment. The practice hopes to further refurbish other areas of the practice, but this will depend on the financial climate.

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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):

At the PPG meeting on the 29th of January 2014, the following action plan was agreed upon with the PRG and Practice working in Partnership based on the patient survey: -

- Acknowledgment of the change in telephone system in November 2013 from an '0844' number to '0208' number.
- Within the Barnet Clinical Commissioning Group (CCG), 'Networks' have been created between local GP practices, enabling new initiatives to be brought to the area. The PRG is keen to meet with other local PRGs to discuss issues their practices are facing and learn about methods being implemented in those practices to overcome difficulties. This will be revisited at the next PRG meeting.
- OLMC will continue to implement recommendations from the CQC with a view to reporting back to the PRG at their next meeting in 2014.
- At present, opening hours and the method of obtaining access to services throughout core hours, as well as extended hours schemes are remaining as published on the OLMC website and within the practice booklet. Discussions regarding the opening hours and access are being reviewed by the OLMC GP partners and any changes will be discussed with the PRG in due course.
- Monitoring of appointment system and implementing changes to improve access for patients.
- Recruitment of Nurse practitioners to offer more minor illness appointments to help with access.
- "Sign posting" our services to make the patients journey more comprehensive
- Training for staff, in-house and customer care, to ensure they have the skills to identify patients' needs and offer them the assistance they require.

In the last year the following developments have taken place:-

- Since the change in telephone number was implemented, the practice has received very few complaints about the cost of a telephone call to the practice.
- Members of the PPG attended the workshop for 'Supporting PPG Groups in Barnet' organised by Healthwatch and Barnet CCG on the 25th of February 2015 as well as becoming affiliated with the National Association for Patient Participation NAPP
- Opening hours were extended during the winter to help with 'winter pressures' and more clinicians have been recruited including another nurse practitioner to assess patients with minor illnesses. This has been coupled with a Minor Illness Clinic and Dressings Clinic provided by the local Network to also improve access for patients to care.
- Reception staff have taken part in training to improve their communication skills in managing patients.
- Patient's views on the appointment system have been surveyed – see attached report for details.
- Discussions with PPG group regarding collaborative work being done with neighbouring practice via established Network.

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4. PPG Sign Off

Report signed off by PPG:

Yes

Date of sign off: 18.3.15

How has the practice engaged with the PPG:

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

- Using posters in the waiting room encouraging patients to volunteer for the PPG
- Face to face invitations from clinicians and reception staff when patients are sharing their views on the practice, and including these invitations in responses to complaints from patients.

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

- Yes, using the FFT and a patient survey, where the population surveyed reflected those of the practice population. Feedback has also been assessed using the complaints received by the practice.

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

- Yes, as per the minutes of the last meetings of the PPG (attached to this report)

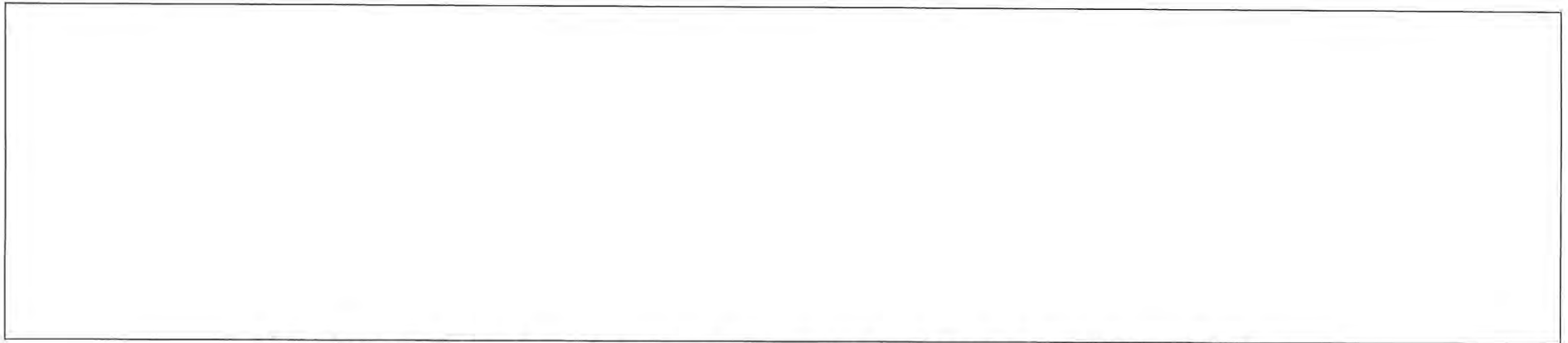
How has the service offered to patients and carers improved as a result of the implementation of the action plan?

- Following the refurbishment, the practice looks more attractive to those attending
- Following the patient survey, the practice can now scrutinise the appointment system to see where changes can be made to help the patients make appointments and improve access to the surgery
- With the comments made by patients on the FFT, the practice can develop areas where patient satisfaction can be improved.

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

- No

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