

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 by no later than 31 March 2015

Practice Name: **Brixton Hill Group Practice**

Practice Code: **G85025**

Signed on behalf of practice: J Morley (see signature sheet)

Date: 24.03.15

Signed on behalf of PPG: G Lee (see signature sheet)

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) Email, Face to Face and by letter to those without Email. We are just establishing a face to face PPG group that will meet bi-monthly. We expect the membership to expand with the support of our active PPG members.
Number of members of PPG: 55

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

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48.80%	51.20%
PRG	32.73%	67.27%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	15.09%	8.50%	31.43%	18.02%	14.38%	6.77%	3.08%	2.73%
PRG	1.82%	3.64%	9.09%	20%	23.63%	27.27%	10.91%	3.64%

Detail the ethnic background of your practice population and PRG: (Ethnicity recorded that is available)

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	38%	2%	0	20%	2%	1%	1%	3%
PRG	67.26%	0	0	0	0	1.82%	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	1%	1%	1%	1%	1%	11%	10%	4%	1%	2%
PRG	1.82%	1.82%	0	1.82%	0	3.64%	12.73%	9.09%	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 PPG is advertised in Reception with posters and leaflets, on the patient call board (moving message across screen) and on our website. The leaflets are translated into Spanish and Portuguese and there is a further translation option on the web site. We encourage people who report operational issues with the surgery to become members of the PPG to give them the opportunity to be involved in change and development. We involve patients who do not have email by writing to them. We display leaflets in local pharmacies. Doctors are also encouraged to discuss engagement with patients. There is on-going Patient Participation Group Recruitment.

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 – highly mobile population is difficult to engage

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 have asked the PPG to review the Repeat Prescribing Policy, contribute towards priorities in Quality Improvement Plan. We have provided updates on the 13/14 Survey and resulting actions. Members of the group have been provided with up to date information on the Friends & Family test results, including the comments. We have highlighted the comments NHS Choices and GP National Survey Results. Some members of the group were not aware of these sources of information.

We use My Surgery Website (who provide our web-hosting) to send surveys.

How frequently were these reviewed with the PRG?

Approximately Quarterly although we are now moving towards bi-monthly face to face meetings.

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

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>CCG Improvement Plan – expected number of patients registered with Chronic Disease</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>It was felt that it was important to increase prevalence in all the Chronic Disease areas although this is extremely difficult in practices with high turnover and young mobile population. We have worked to increase the number of NHS Health Checks for the over 40s. This year we have taken part in Southwark and Lambeth Integrated Care framework (SLIC) and are carrying out Holistic Health Assessments on our housebound patients over the age of 65, non-housebound patients over the age of 80 and others with complex needs. This is ongoing and will continue into 15/16. On a monthly basis we review patients attending A&E and Emergency Admissions.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Having compared the results of the Quality and Outcomes Framework figures for 2013/14 and the figures so far for 2014/15, there has been a general increase in the number of patients registered with a chronic disease or at risk of a chronic disease.</p>

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

Priority area 2

Description of priority area:

Achieve standards for referrals. In the 14/15 GP Delivery Framework we were set standards to achieve by the CCG to support a reduction in referrals to a number of clinical areas.

What actions were taken to address the priority?

This is a difficult area for patients to consider given that it appears to be a financial initiative. However, we feel that it is important that patients are aware of the difficulties faced and to have an opportunity to contribute towards ways in which the NHS can achieve financial balance. We had a mixed response from the PPG.

As a practice the clinicians now meet on a daily basis, to review referrals and for peer support. We have been mindful to refer to community clinics where appropriate and have addressed the issue of what counts towards an outpatient referral, as sometimes the information we are supplied can be misleading. We hope by enabling the formation of a robust PPG we can utilise training available within the borough to provide support for patients in the form of self help and signposting.

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

Following an update from the Clinical Commissioning Group Locality Network manager it is clear that we are achieving many of the standards by appropriate referral without reducing patient expectation.

Patients and carers are made aware of the impact via a report published on the website/call-board advertising.

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

Priority area 3

Description of priority area:

Access to appointments

What actions were taken to address the priority?

We constantly review appointment availability.

We monitor the release of appointments in advance and adjust this in line with patient demand for book on the day/book in advance.

Telephone appointment slots have been created for result feedback. This releases pressure on face to face appointments.

We have recently introduced text cancellations of appointments which will reduce the number of DNAs, making more appointments available..

We will be promoting our leaflet – ACCESS TO APPOINTMENTS, We produced this leaflet, following feedback from the PPG, in order to help patients navigate the appointment system and make them aware of the options available.

We now have 3 doctors qualified to teach trainee GPs. This enables us to have trainee GPs in the practice, which increases the number of bookable appointments available.

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

Availability of appointments has increased due to the introduction of the telephone appointments for result feedback , easy access to cancelling appointments and increased number of trainee GPs in the practice.

Patients and carers are made aware of the impact via a report published on the website/call-board advertising.

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

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):

Increasing appointment availability –

Employed another doctor for 3 sessions a week

Reviewed appointment releasing system of Book on the Day/Book in Advance percentage against patient demand

On-going reminders regarding access, including services available outside the surgery

Walk-in Centre

Minor Illness

Implemented Electronic Prescribing, online access to appointments and elements of the medical record.

Update and re-circulation the patient information Leaflet with appointment types, doctors working pattern, special clinics, out of hours services

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

4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 24.03.15

How has the practice engaged with the PPG:

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

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?

Until recently there has been a virtual PPG (email and letter contact only). The first face to face meeting was organised in March with a future meeting planned for April.

The surgery continually advertises for more patients to get involved with the Patient Participation Group by leaflets and posters in the waiting room, on the call-board and on the website. Clinicians are aware of the need for members of all ethnic backgrounds and ages to be involved in the PPG and aim to promote involvement. It is hoped that in the future we will be able to attract more patients with the support of a working PPG.

Patient and carer feedback has been received via response to practice communications and, surveys, as well as comments on NHS choices and the Friends and Family test.

The PPG have been involved in the agreement of the priority areas and action plan for 14/15.

Service improvements have been made as a result of the feedback and are detailed within this report.

Higher prevalence on disease registers

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

Practice achieving standards set by the CCG without reducing quality of service
Increased number of appointments available by the introduction of telephone results slots and increased awareness of the appointment system and external opportunities to see a clinician.

Improvements are on-going and not limited PPG feedback and the action plan.

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