

# Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Barking Medical Group Practice

Practice Code: F82018

Signed on behalf of practice: Susan Hayes *SHayes*

Date: 9.3.2015

Signed on behalf of PPG: *SHayes*

Date: 9.3.2015

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

Does the Practice have a PPG? <b>YES</b>																																					
Method of engagement with PPG: <b>Face to face and Email</b>																																					
Number of members of PPG: 20																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 35%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>48.2%</td> <td>51.8%</td> </tr> <tr> <td>PRG</td> <td>42%</td> <td>57%</td> </tr> </tbody> </table>	%	Male	Female	Practice	48.2%	51.8%	PRG	42%	57%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><b>&lt;16</b></th> <th style="width: 10%;"><b>17-24</b></th> <th style="width: 10%;"><b>25-34</b></th> <th style="width: 10%;"><b>35-44</b></th> <th style="width: 10%;"><b>45-54</b></th> <th style="width: 10%;"><b>55-64</b></th> <th style="width: 10%;"><b>65-74</b></th> <th style="width: 10%;"><b>&gt; 75</b></th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>24%</td> <td>14%</td> <td>16%</td> <td>15%</td> <td>12%</td> <td>8%</td> <td>5%</td> <td>6%</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>3%</td> <td>18%</td> <td>29%</td> <td>16%</td> <td>8%</td> <td>15%</td> <td>11%</td> </tr> </tbody> </table>	%	<b>&lt;16</b>	<b>17-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65-74</b>	<b>&gt; 75</b>	Practice	24%	14%	16%	15%	12%	8%	5%	6%	PRG	0	3%	18%	29%	16%	8%	15%	11%
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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	25.58%	0.66%	0	11.06%	0.27%	0.37%	0.19%	1.24%
PRG	49%	0	0	6%	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	7.83%	12.78%	17.78%	0.51%	4.65%	9.23%	2.71%	5.82%	0	2.75%
PRG	11%	5%	14%	0	2%	6%	2%	2%	1%	2%

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:

All Patients are invited to join or PPG  
 Posters displayed in the surgery reception areas  
 Posters printed in other languages  
 Information on our surgery call board screen  
 New patients joining the practice are informed and invited to join our PPG and PRG  
 Practice leaflet  
 Information on our practice web site and choices web site.  
 When meeting with patients, patients are invited to join the PPG to engage with the practice and encouraged to suggest ideas to improve our service.  
 Existing members of the PPG promoting our PPG during visits to our surgery, talking to patients and explaining the purpose of a PPG and asking patients if they would be interested in joining the group.  
 Letter to one of our residential care homes to invite patients to join any of our groups.

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:

1. Review of patient feedback

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

Patient Questionnaire

Members of our PPG attend our surgeries to give out copies of our patient questionnaire

Our patient Questionnaire was distributed to one of residential homes by a member of our PPG

Feedback from our PPG

Comments on the choices web site

Member of Health watch attended one of our meetings

We are currently promoting the FFT in the surgery waiting areas

How frequently were these reviewed with the PRG? Quarterly and annually

Patient Questionnaire is reviewed annually with the PRG

Feedback from our PPG group is documented during our quarterly meeting and circulated to the PRG

Minutes of our quarterly meetings are sent to all members of our PRG

PPG Meeting dates: 27/01/2015

21/10/2014

22/07/2014

22/04/2014

## 2. Action plan priority areas and implementation

Priority area 1
Description of priority area: Access to GP appointments
<p>What actions were taken to address the priority?</p> <p>Implemented Additional capacity was put into the appointment system during core hrs Implemented Telephone advice calls added to our appointment lists daily Implemented Patients have access to speak with the duty GP Implemented System in place for patients to have access to a named person to liaise with the GP Implemented System in place for the under 5 years to be seen by the GP daily</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>From the survey results access to GP appointments have improved from the previous years survey results Patients are able to access booked telephone advice calls and speak with a GP when needing advice and reassurance Patients knowing that they are able to speak with a named person and the information being passed onto the GP Assurance the under 5 years are seen on the day of request</p> <p>Minutes of the meetings are available for patients in the reception waiting area Results of the patient questionnaire are available in the reception waiting area Minutes of the meetings are available on the Barking Medical Group Practice web site Results of the patient questionnaire are available on the Barking Group Practice web site</p>

## Priority area 2

### Description of priority area:

To improve access to the surgery via the telephone

### What actions were taken to address the priority?

Implementation of a new telephone system and telephone provider to improve our system with additional telephone lines

Implemented Additional telephone line's put into place for the staff to use which would free up the patient lines

Implemented Review and update of the appointment protocol to enable the reception staff to process the calls more effectively to free up telephone lines for other patients

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

Patient satisfaction for telephone access has improved from the feedback from our patient survey.

The patient survey results are available in our practice waiting areas and on our practice web site

The minutes of the practice meetings are available in our practice waiting area and on our practice web site

### Priority area 3

Description of priority area:  
To reduce our practice DNA's

What actions were taken to address the priority?

Review of our DNA letters with our PPG  
Agreement with our PPG to send DNA letters to patients following three or more DNA's  
Implemented Information poster in the reception waiting areas informing patients of the practice DNA policy  
Implemented Information notice on our Practice web site with reference to our DNA policy  
Implemented Number of DNA appointments reported weekly on our practice information boards

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

There has been no improvement to our DNA appointments as a result of our actions and this has a detrimental effect on our patients as this reduces the number of appointments that are available to patients who need to be seen.

This priority was agreed by our PPG and PRG as a result of our patient survey

The priority to reduce our DNA's was publicised on the outcome of our patient questionnaire  
The actions were documented in the minutes of our meetings with the PPG and are available in our practice waiting area and on our web sites

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):

Progress made from previous years:

**Improved Communication**

**Actions implemented following previous years patient questionnaires and agreement from our PPG and PRG**

We now have three white boards installed in our practice waiting areas for patient information to improve communication for our patients

Patients are informed which Doctors and practice Nurses are in practice daily

Patients are informed of the receptionist on duty daily

Patients are informed if there has been an emergency and the clinical staff surgeries are going to be running late

Appointment dockets have been redesigned and implemented with a message to request patients to cancel their appointments

When booking appointments reception staff will remind patients to cancel appointments if they are unable to attend

Posters have been reviewed and produced in other languages to engage with a cross section of the patient population to join the PPG & PRG

Reception staff have received customer care training

Reception staff receiving training on on-services

Reception staff are identified by wearing name badges

We continue to engage with the PPG on ways in which we can reduce our DNA rates

We have been actively been promoting online booking to support patient access

A comparison from the 2013 questionnaire to 2014/15 Questionnaire findings were:

Improved satisfaction from the receptionist

Telephone access had improved

Same day appointments had improved

Implemented posters in surgery advising patients to request if they need privacy from the front reception areas

A Clock has been placed in the reception waiting area

### 3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 9<sup>th</sup> March 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?

Our PPG circulated our patient questionnaire to one of our residential homes where most of our patients are house bound

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

PPG  
Patient questionnaire  
Choices website  
Verbal feedback

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

Discussed and agreed at our PPG meeting 21<sup>st</sup> October 2014

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

Improved access  
Improved telephone access  
Endeavouring to improve our DNA rates which our PPG would like to continue and support

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

Difficult to recruit new patient members to join the PPG especially younger members



Our priority area three has been on the agenda from previous years, however the PPG wish to continue with this piece of work to reduce the number of patients that fail to attend appointments and do not inform the practice beforehand.