London Region North Central & East Area Team

Practice Name: Larkshall Medical Centre

Practice Code: F86664

Signed on behalf of practice: PPG Chair, JC Date: 30.03.2015

Presented to PPG Meeting

Signed on behalf of PPG: Interim Practice Manager SOM Date: 30.03.2015

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

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| Does the Practice have a PPG? YES | |
| Method(s) of engagement with PPG: Face to face, Email, Other (please specify)  Face to face meetings  Email for distribution of minutes and engagement with fellow members  All in agreement of PPG to share email address (30.03.2015) | |
| Number of members of PPG: 8 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 49 | 51 | | PRG | 80 | 20 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 23 | 14 | 16 | 16 | 15 | 8 | 5 | 6 | | PRG | 0 | 0 | 0 | 0 | 24 | 12 | 62 | 12 | |
| 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 |  |  |  |  |  |  |  |  | | PRG | 76 | 24 | 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 |  |  |  |  |  |  |  |  |  |  | | PRG | 0 | 0 | 0 | 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:*  Notice of invitation is in the waiting room  Notice of invitation on the website, Practice Leaflet,  Request at Registration by reception staff  GP Partners invite patients that they feel may be under represented as a demographic.  We are a very diverse workforce and would like to reflect diversity in our PPG.  Patient with mental health conditions have been invited. | |
| *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 specific characteristics identified in demographic.  The demographic in Chingford is of a lower/middle class British older population. Students tend to leave the area and return following third level education. This is not a university district.  There are nursing homes but these institutions tend to have allocated practices attached for the care of their patients. We do not as a practice look after nursing homes as a collective of patients. We have individual patients in nursing homes and we are in contact with the nursing homes via the avoiding unplanned admission scheme and integrated care management scheme.  23% of the population is below 16 years of age and there is no requirement for the under 16 to participate on the PPG.  *If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:*  Our PPG is largely representative of this demographic but it is recognised that we should encourage diversity as reflected in our staff and patients alike.  We invite members from ethnic minorities and will address this going forward as part of action plan.  Our website invitation asks for participants from all walks of life and backgrounds | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Friends and Family test:  Results published on the website.  Results published In the waiting room. Numbers submitted to NHS England  Discussed at PPG and results copied to members.  Complaints and Compliments:  Annual Complaints review took place at practice staff meeting  Complaints and compliments discussed throughout the year as the needs arise for learning and improving service. Confirmed for annual review 30.03.2015.  Complaints summary discussed with PPG  Compliments fed back to PPG |
| How frequently were these reviewed with the PRG?  FFT as an initiative and contractural obligation has started in December in last 2 months and postdates our most PPG meeting for the last quarter.  FFT feedback and discussion at each meeting,  PPG encouraged to review the website for results updates  Complaints reviewed annually or as the need arise  Compliments reviewed annually or as the need arise |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  **Development of Patient Reference Group** |
| What actions were taken to address the priority?  Development has been impacted by the sudden death of Mr SK the practice Manager. This remains a priority going forward  Email addresses have been collected by KB. All new registered patients asked to supply email address.  The patients will be emailed and asked if they would like to participate in the PRG.  A new email address will be set up for the purpose of the PRG.  The email address will be administered by SOM,  Participants on the PRG will participate in a survey. Survey monkey to be set up  No response email to be used as set up by SOM  Advertise in the surgery  Advertise in the practice leaflet  Asking patients personally.  Ask your new patients at point of registration  Asking patients during routine surgery visits. |
| Result of actions and impact on patients and carers (including how publicised):  Results and feedback on website and new PPG notice board |

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| Priority area 2 |
| Description of priority area:  **Patient Participation Group Notice Board and Documentation**   1. A new and dedicated PPG Notice board area for the waiting room.   To encourage and foster the PPG and improve communication between the practice and patients and provide a forum for feedback for the patients. To increase diversity of the PPG.   1. New documentation of the minutes of meeting in order to outcome and maximise effieciency 2. Reporting and action plan process for recording outcomes   Reception will ask patients for feedback on the notice board and if they feel it is a good idea |
| What actions were taken to address the priority?  Information on Notice Board   1. Invitation to members 2. PPG new and feedback to be published 3. Action plans to be published including patients surveys and Friends and Family tests 4. New formatting for the minutes of PPG meeting introduced for clarity or recording and facilitating outcomes for matters raised |
| Result of actions and impact on patients and carers (including how publicised):   1. Aim to improve distribution of knowledge to patients 2. To improve recruitment to the PPG 3. Record and publish PPG outcomes 4. Generate a diverse composition of the PPG |

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| Priority area 3 |
| Description of priority area:  **Staff Patient Communication**  Communication with the reception and patient on a day to day basis the communication of staff with patient is very important as recorded in the minutes of the meeting 03.04.2015. |
| What actions were taken to address the priority?  This issue has been raised at a number of practice meetings and is on the record of the minutes for the same.   1. Staff must prioritise babies and children to the doctors who are emergencies. 2. Staff must notify doctors if a patient is particularly unwell so that patient can be prioritised. 3. If a doctor is running late please notify the staff so that patients can be made aware of this 4. High vigilance of reception staff for patients waiting long periods of time in waiting room |
| Result of actions and impact on patients and carers (including how publicised):   1. Patients are more understanding if they are informed. 2. We have had a reduction in the number of complaints regarding waiting time. 3. There are patient healthcare and safety issues underpinning this staff instruction. Doctors cannot see what is going on in reception and the patients do not know what is going on behind the scenes in doctors room i.e. a medical emergency, breaking bad news   Keeping both parties informed is of great importance and improves patient experience. |

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):

**LOCAL PATIENT PARTICIPATION REPORT**

1. The Practice has had a well-established Patient Participation Group. This group has regular meetings in which the establishment of PRG was discussed. Additionally it was advertised in the waiting areas in the Practice and on the website.

1. We carried out a paper survey through patients attending the surgery. Feedback by

patients has been quite encouraging

1. Suggestions were asked from the members of the group. Broadly these are as

follows:-

* 1. Ability to see the same doctor for continuity of care.
  2. Feedback on latest local development.
  3. What would be the main changes in patient care
  4. How would the new Health Bill affect their healthcare.

1. The Practice Manager explained various points pertaining to:-

* 1. Election of local Medical Directors.
  2. Formation of the Waltham Forest Confederated Commissioning Group.
  3. Areas of emphasis by the PCT were:
     1. Reduce attendance of A&E.
     2. Check secondary care referrals.
     3. Reduction in prescribing of drugs as per recommendation

of local pharmaceutical advisors.

1. Patients were very satisfied with the opening hours and there was no dissent on the opening hours.

**Conclusion**

1. This is the first year of establishment of PRGs. It is expected that patient participation will increase and we will have a more broad based and representative of practice population.

This will help in more interaction and improvement of healthcare of practice population.

1. PPG Sign Off

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| Report signed off by PPG:  YES  Date of sign off: 30.03.2015 |
| How has the practice engaged with the PPG:  Quarterly meetings   1. How has the practice made efforts to engage with seldom heard groups in the practice population?   Website/Practice Leaflet/ Notice Board/Personal request   1. Has the practice received patient and carer feedback from a variety of sources?   PPG  Friends and Family Test  Compliments, Comment and Complaints form and patient information leaflet  NHS Choices  Face to face with staff   1. Was the PPG involved in the agreement of priority areas and the resulting action plan?   The areas outlined in the priority plan were all areas raised by PPG in previous meetings and recorded in the minutes. All action plans were a combination of matters arising from previous meetings and ratified at meeting Q 4 2015.   1. How has the service offered to patients and carers improved as a result of the implementation of the action plan?   The aim of the PPG is to take feedback from patient and use this to improve our service to patients.  Example of staff communicating with patients in reception is a clear and simple benefit to patients that came as a direct result of feedback from PPG to practice staff via the forum.  Do you have any other comments about the PPG or practice in relation to this area of work?  With the death of SK the priority is to move forward with the plans for the future of the PPG. All members to have a say and increase the size of patient feedback for the practice.  The action plan as requested is a reflection of dialogue and discussion at PPG meetings and a consolidation of ideas to improve information sharing between PPG, Practice and the patient population at large with the PRG |