

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

London Region South London Area Team

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

Practice Name: Silverlock Medical Centre

Practice Code: G85087

Signed on behalf of practice: Danielle Caswell



Date: 24/3/15

Signed on behalf of PPG: [REDACTED]

Date: 25/3/15

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) <ul style="list-style-type: none">• Patient Noticeboard<ul style="list-style-type: none">○ Future meeting details○ What is a PPG?○ Minutes of previous meetings• SMS<ul style="list-style-type: none">○ Future meeting details○ Signposting patients to our website• Website (www.silverlockmedicalcentre.co.uk)<ul style="list-style-type: none">○ Future meeting details○ Minutes from previous meetings○ Online form – Register your interest

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Number of members of PPG: 12

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	48%	52%
PRG	33%	67%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	18%	14%	33%	14%	9%	6%	3%	3%
PRG	0%	0%	0%	8%	33%	17%	25%	17%

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	16%	1%	0%	21%	1%	1%	1%	1%
PRG	58%	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	1%	1%	1%	4%	3%	5%	1%	1%	1%	1%
PRG	0%	0%	0%	0%	0%	25%	0%	0%	0%	17%

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:

- SMS
- Website
- Posters in reception
- Leaflets in reception

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- Clinician's giving out leaflets
- Word of mouth

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:

N/A

2. Review of patient feedback

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

- Patient Survey
- FFT (Friends and Family Test)
- PPG Group Meeting Questionnaire

How frequently were these reviewed with the PRG? **Annually**

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Action plan priority areas and implementation

Priority area 1
Description of priority area: Saturday mornings
<p>What actions <u>were</u> taken to address the priority?</p> <ul style="list-style-type: none">• Asked all staff clinical and non-clinical their availability• Admin staff happy to cover Saturday morning clinics on a rotation basis• All regular GP staff unable to commit to regular/rotated sessions on a Saturday morning• Discussed with GP partners 23.02.2015 possibility of locum cover
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>This will mean an increase in appointment availability for patients who are unable to make it to the practice during weekdays or working hours. These will be pre-booked appointments only to allow those that require a weekend appointment to book in advance.</p> <p>We are still in the process of assessing the logistics of Saturday morning clinics. Once these specifics have been put into place the plan will be to roll it out as follows;</p> <ul style="list-style-type: none">• June (1 Saturday)• July (2 Saturdays)• August (3 Saturdays)• September onwards (all Saturdays excl. bank holiday weekends) <p>This change will be communicated out as follows;</p> <ul style="list-style-type: none">• SMS• Posters & Leaflets• Website• Practice Leaflet• Word of mouth

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Priority area 2

Description of priority area: **Phlebotomy**

What actions were taken to address the priority?

- Checking the availability of the Phlebotomist to do 2 morning clinics a week
- Checking of room availability
- Awaiting confirmation of Phlebotomist availability

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

This will mean more availability for patients to have their blood taken in house. There will also be an increase in early blood test appointments for those patients who require appointments outside of normal working hours.

This change will be communicated out as follows;

- Website
- Posters & Leaflets
- Word of mouth

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Priority area 3
Description of priority area: Lifestyle Talks
What actions <u>were</u> taken to address the priority? <ul style="list-style-type: none">• PM has reached out to community dieticians• Community dieticians do not do group talks• PM to contact hospital dieticians and reach out to other community teams regarding lifestyle talks and self management• Self management self referrals available to all patients with long term conditions
Result of actions and impact on patients and carers (including how publicised): <ul style="list-style-type: none">• Self management self referral information added to practice website• Posters put up in the waiting areas with self management referral information• Clinician's informed of service and encouraged to inform patients where appropriate• Reception staff made aware of service• Word of mouth

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):
Priority 1: Refurbishment of the Tissington Extension to provide additional consulting rooms Progress: This has been completed. The extension has been fully furnished and fitted out with the appropriate equipment. Rooms 3 & 4 are now fully functioning consulting rooms. Priority 2: Phlebotomy Services

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Progress: This service is now in place every Tuesday morning. We are continuing this as a priority this year to extend the service over 2 days

Priority 3: Increased availability of on the day appointments

Progress: As a practice we now offer Telephone Triage each morning. This equates to 30 phone calls and TC:F2F conversion ratio of approx 5:1

Priority 4: Display comments from Patient Survey

Progress: Patient Survey results are now published in the waiting areas and via the practice website annually

3. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 16.02.2015

How has the practice engaged with the PPG:

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

As a practice we aim to gain a good representation of patients for our patient participation group. Unfortunately to date we are finding it difficult to reach younger patients. At present we are trying to raise awareness of our PPG via the methods below. Hopefully by giving the patients the correct information it will encourage them to attend the meetings and give their feedback and opinions on important topic areas.

- Posters in reception
- Text messages sent out making patients aware of the importance of patient involvement and details of the next PPG meeting
- Advertised the PPG on the practice website (www.silverlockmedicalcentre.co.uk PATIENT GROUP page)
- We are beginning to publish the minutes of these meetings on the website to give patients an idea of the topics we do discuss and the outcomes of actions taken on feedback given
- Patients can register their interest online – we then follow up text messages with phone calls around the time of meetings to encourage patients with an interest to attend
- Reception team encouraging patients who attend the surgery to attend the PPG
- Giving out leaflets in reception

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

- FFT
- PPG
- NHS Choices
- Patient Survey
- Verbal

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

- PPG a number of ideas around the priority areas
- Agreed 3 high priority areas
- Discussed ideas around actions to be taken

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

These actions are still in progress; however they are expected to improve access with the potential addition of Saturday morning clinics with the addition of the phlebotomy service being offered 2 mornings a week. With future actions around lifestyle talks there will hopefully be much more of an educational aspect to the range of services we offer at the practice. Due to limited space availability this may well become a collaboration with the local tenants hall association who are very keen on interacting with us for the benefit of the local community's health status.

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

N/A

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