

Annex C: Standard Reporting Template

Essex Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Langdon Hills Medical Centre

Practice Code: Y03052

Practice website address: www.langdonhillsmedicalcentre.nhs.uk

Signed on behalf of practice: *Marguerite Cutting* (Practice Manager)

Date: 18/03/2015

Signed on behalf of PPG: *Julie Coker* (Chairperson)

Date: 18/03/2015

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

Does the Practice have a PPG? YES / NO	YES
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to Face/Email
Number of members of PPG:	95 (15 face to face/80 virtual)

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.73	50.27
PRG	35.78	64.22

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	23.73	8.16	14.27	16.43	15.47	9.92	6.89	5.10
PRG	0	4.21	10.52	20.00	24.21	22.10	9.48	9.48

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	47.54	0.33	0	3.26	0.17	0.29	0.21	0.29
PRG	94.75	1.05	0	0	0	1.05	0	1.05

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1.65	0.26	0.02	0.53	0.47	0.62	0.08	0.31	0.01	0.08
PRG	2.10	0	0	0	0	0	0	0	0	0

Please note that patients who have been registered with the Practice for a long time do not all have their ethnicity recorded hence the anomaly in the overall percentage figures for the Practice population.

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:

Please see below information given on our Website.

Patient Participation Group

The Patient Participation Group is now up and running and consists of 12 patient members. We meet regularly to discuss ways to improve the service that we provide.

If anybody is interested in joining us please give your details to Reception and you will be contacted by one of the Admin team. Alternatively you can email us on bbccg.langdonhillsmedicalcentre@nhs.net.

For example, we would like to hear from our patients of all ages, from teenagers through to retired patients, patients with children, carers, patients with disabilities and patients from all ethnic backgrounds etc.

Thank you.

Virtual Patient Participation Group

If you would like to be a member of our Virtual Patient Participation Group, please ask at Reception for a form. Virtual members will occasionally be emailed Patient Surveys to help the Surgery keep in touch with patient's needs and expectations. Your views are important to us and your input is appreciated.

Thank you.

The Website address is advertised on all prescription counterfoils, patient call board and posters in the waiting area.

In addition GPs actively sought volunteers when seeing their patients in clinics, promoting the work of the PPG and encouraging them to join.

The PPG is also advertised in the Practice Newsletter which is accessible through a link on the Website and hard copies are available from Reception.

At the February 2015 meeting the PPG Awareness campaign to be held in June 2015 was brought to the attention of the members who are very keen to be actively involved in spreading awareness to the local community.

Please see below copy of flyer which was given to patients to complete for membership of the Virtual Group.

LANGDON HILLS MEDICAL CENTRE

We are currently looking to set up our Virtual Patient Participation Group and if you are happy for us to contact you periodically by email please leave your details below and hand this form back to Reception.

Name:

Email address:

Postcode:

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Are you? Male Female

Age:	Under 16	<input type="checkbox"/>	17 - 24	<input type="checkbox"/>
	25 – 34	<input type="checkbox"/>	35 - 44	<input type="checkbox"/>
	45 – 54	<input type="checkbox"/>	55 - 64	<input type="checkbox"/>
	65 – 74	<input type="checkbox"/>	75 - 84	<input type="checkbox"/>
	Over 84	<input type="checkbox"/>		<input type="checkbox"/>

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

White					
British Group	<input type="checkbox"/>	Irish	<input type="checkbox"/>		
Mixed					
White & Black Caribbean	<input type="checkbox"/>	White & Black	<input type="checkbox"/>	White & Asian	<input type="checkbox"/>

Asian or Asian British					
Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Black or Black British					
Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>		
Chinese or other ethnic					
Chinese	<input type="checkbox"/>	Any Other	<input type="checkbox"/>		

How would you describe how often you come to the practice?

Regularly	<input type="checkbox"/>
Occasionally	<input type="checkbox"/>
Very Rarely	<input type="checkbox"/>

Thank you.

Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998.

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? YES/NO

Yes

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

Our Practice population consists of a large number of young families and we are situated near a local Primary School. We actively targeted young parents by word of mouth e.g. the PPG chairperson visited the local church where a Nursery is held on a weekly basis for young children. She explained the workings of the PPG and asked for volunteers to join. However, due to working and family commitments most declined the offer. However, we do have one young mum who regularly attends and is very pro-active.

2. Review of patient feedback

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

The Practice has received a number of verbal and written complaints regarding the lack of parking spaces and the misuse of disabled parking bays at certain times of the day e.g. at the beginning and end of the school day. The PPG members were asked if they had experienced similar problems. Most of them denied any such problems but it was suggested that the school was contacted and asked to bring this to the attention of parents. The Practice Manager spoke to the Headmaster and a notice was put in the school newsletter. This alleviated the problem for a while but is slowly worsening again and will be brought to the attention of PPG at the next meeting.

One of our members is the PPG representative at Locality meetings. Our PPG is very CCG focused and this is always the main topic of our bi-monthly meetings. Members are eager to hear the latest updates regarding services in the Community and the local hospitals. He is currently heavily involved in correspondence with the CCG Chief Nurse to determine hospital patient to nurse ratio figures and how this impacts on patient care. We regularly invite speakers to the group and these have included David Thomson and Tom Abell.

The Practice is currently undertaking the Friends & Family Test and all members of staff are encouraging patients to complete the questionnaires which are available in Reception or on our Website. This is a valuable source of feedback and is collated and analysed on a monthly basis.

How frequently were these reviewed with the PRG?

Feedback is discussed when relevant and if deemed appropriate by the Chairperson. However, as stated above the PPG is updated at every meeting regarding CCG matters.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

The Chairperson decided to highlight Dementia as a serious issue in the Community and to make all members aware.

What actions were taken to address the priority?

A speaker from Home Instead, Senior Care, was invited in to the November 2014 meeting for an educational workshop to learn about and recognise the symptoms of Alzheimer's Disease and other Dementias.

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

Members were informed of free workshops that carers can attend to learn how to manage challenging behaviours and also to care for themselves while caring for another. The group agreed that it would be beneficial to hold one of these sessions here at the Practice for carers to attend and to gain insight to

services available to them. The Chairperson asked if an information pack could be given out to Dementia patients when they are attending the Surgery. This is currently being implemented.

Priority area 2

Description of priority area:

To enable patients to access Electronic Prescribing so that medications can be collected directly from the Pharmacy in a shorter time span compared to paper prescriptions. Also emergency prescriptions can be sent immediately to any designated Chemist in the U.K.

What actions were taken to address the priority?

The Practice had meetings with all local Pharmacists and Andrew Hathaway, (Lead) to discuss the implementation of this service and how to avoid teething problems. Andrew Hathaway spent a day in the Practice training all staff before going "live". Notices were put on the Practice Website, on the call board and posters were put in the waiting area. Patients were told verbally about the system by Receptionists and Pharmacies were nominated if and when required. The PPG discussed the implementation of this service in the November 2014 meeting and the general opinion was would be of benefit to all patients, especially in times of an emergency and that the Practice should go ahead.

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

The Practice has had positive feedback from the majority of patients who are very happy with this service. In fact, the Chairperson of the PPG was on holiday and needed an urgent prescription. She called the Practice and informed us of her designated Chemist and a prescription was immediately electronically sent whilst she was waiting. Patients who work, for example, in London can nominate a Pharmacy close to their place of work and can collect their medication at a time convenient to them because inevitably the Practice/home pharmacy could be closed by the time they arrive home. The system is now up and running satisfactorily and patients are encouraged to nominate a Pharmacy of their choice. Posters and a message on the Website/call board in the waiting room inform patients of this facility.

Priority area 3

Description of priority area:

Patients to have access to Web Based GP to give advice on health matters after completing an online questionnaire.

What actions were taken to address the priority?

Discussions were held with Practice Manager and Partners regarding this service and Jeanette Hewcey, Director UCI Change Solutions Ltd, attended the PPG meeting in February 2015. Members watched a powerpoint presentation and were able to ask questions about how this would work and the impact it would have on the Practice workload. Although some members had a few reservations it was agreed that the Practice should go ahead with this advise line. Doctors will be having full training in the near future before Web GP is implemented.

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

After having feedback from other Practices, we feel this will be a good service to our patients and will enhance patient care. The system is currently being implemented.

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):

Booking of appointments and ordering of prescriptions online.

All staff completed system online training in order to advise patients of this service. Patients are encouraged to order their prescriptions and book appointments online. The Practice advertised these facilities on the Website, Prescription counterfoils, posters in waiting area and on the waiting room call board. GPs and Receptionists verbally informed patients of this system when visiting the Practice or during telephone conversations.

The Practice has received positive feedback from a large number of patients, of all ages. One elderly patient, who is a carer for her husband, has commented to the Practice Manager how this has made her life so much easier. She orders her prescriptions for herself and her husband and can access appointments with her preferred GP without having to visit the Surgery, sometimes in bad weather.

This has also made the system within the Surgery run more smoothly. Requests are printed off and actioned quicker and more efficiently. They are easier to read and clearer as to what patients are requesting.

Patients are very happy that they can access an appointment on a suitable day and convenient time which fits in with their personal commitments. Time is not wasted waiting for a Receptionist to answer the telephone and there is no miscommunication regarding the date and time of the appointment. Patients can print off confirmation for their records.

4. PPG Sign Off

Report signed off by PPG: YES/NO Yes

Date of sign off: 18/03/2015

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 stated previously members of the PPG visited the local church and engaged with young mothers attending pre-school nursery to enlighten them regarding the workings of the PPG and to actively encourage new members.

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

Yes. Through our Website, comments and suggestions box in the reception area, Friends & Family Test, NHS Choices.

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

Yes. The PPG was involved in the agreement of all three priority areas. Agreement was obtained before implementing any action plan.

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

All three priority plans have or will improve the service we offer to our patients i.e.

We are planning a Dementia awareness educational workshop to be held in the Practice.

Electronic prescribing and booking appointments on online has enabled patients to access these services easily and without having to attend the Surgery in person or by telephone.

The introduction of Web Based GP will enable patients to access help or advice with their symptoms during Out of Hour. If needed the patient will be directed to the appropriate service i.e. Pharmacist, A&E or if deemed necessary contact from a GP.

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

The PPG is very pro-active and works in conjunction with the Practice to improve patient care and to work together in the best interests of everyone connected with Langdon Hills Medical Centre.