

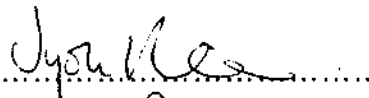
Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template


London Region North West Area Team

Complete and return to: england.lon-nw-claims@nhs.net by no later than 31 March 2015

Practice Name: ENDERLEY ROAD MEDICAL CENTRE

Practice Code: E84009

Signed on behalf of practice:  (Dr J Bhandari) Date: 30 March 2015

Signed on behalf of PPG:  (Mr R Pinkus) Date: 27 March 2015

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

Does the Practice have a PPG? /																																					
YES; properly constituted and registered with NAPP																																					
Method(s) of engagement with PPG: Face to face, Email, Other (please specify)																																					
Email, face to face and regular meetings which are minuted																																					
Number of members of PPG:																																					
Detail the gender mix of practice population and PPG:	Detail of age mix of practice population and PPG:																																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 50%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>6499</td> <td>6835</td> </tr> <tr> <td>PRG</td> <td>21</td> <td>20</td> </tr> </tbody> </table>	%	Male	Female	Practice	6499	6835	PRG	21	20	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>2788</td> <td>1363</td> <td>2102</td> <td>1775</td> <td>1749</td> <td>1385</td> <td>1081</td> <td>1091</td> </tr> <tr> <td>PRG</td> <td></td> <td></td> <td></td> <td>2</td> <td>3</td> <td>8</td> <td>14</td> <td>14</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	2788	1363	2102	1775	1749	1385	1081	1091	PRG				2	3	8	14	14
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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	4862	681		1601	86	52	28	199
PRG	27	1						

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1809	169	64	79	1717	600	465	557		451
PRG	5				3		1			1

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:

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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:

2. Review of patient feedback

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

- Patient suggestions and complaints
- The GP patient survey
- Regular meetings with the PPG
- NHS Choices website

How frequently were these reviewed with the PRG?

Face to face meetings were held with the PRG every 2 months between April 2014 and March 2015 the latest being 23rd March 2015. In addition, a number of prescribing meetings were held with PRG representatives during the year to review repeat prescribing issues

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3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Extend practice premises to improve access and accessibility.
What actions <u>were</u> taken to address the priority? <ul style="list-style-type: none">• Architect engaged to draw outline plans based on practice needs as determined by several patient surveys and in- house meetings with PRG and practice staff.• Local Authority Planning Department consulted to give guidelines on outline plans• Modifications made to plans following LA consultation and discussed with PRG• Formal Planning Application currently in process• Application made for funding from the Primary Care Infrastructure Fund; outcome awaited.
Result of actions and impact on patients and carers (including how publicised): Providing planning permission is received and funding approved the following improvements to the premises will be made: <ul style="list-style-type: none">• 4 additional consulting rooms• Improved accessible parking and access to premises• Installation of a lift and improvements to ground floor will enable wheelchair access to all 17 consulting rooms• Improved patient waiting areas and W.C.'s• Improved administration areas. Discussions were held with PRG at meetings throughout the year which were minuted and distributed. Once approval has been finalised, full details will be published on our website and in our patient newsletter (issued twice yearly)

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<p>Priority area 2</p>
<p>Description of priority area:</p> <p>Review process for repeat prescribing.</p> <p>Patients had reported a number of issues around this area e.g. prescriptions not ready on time, one or more requested items missing, EPS prescriptions not received at the nominated pharmacy.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>A working party comprising PRG representatives, practice management, practice reception supervisor and local pharmacists was set up to review the existing process. Several meetings were held at the practice to identify where things were going wrong and to develop a new protocol.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The Practice now has a dedicated member of the reception team to monitor all requests for repeat prescriptions, liaise with patients and local pharmacies and ensure that protocols are followed. This continues to be monitored at patient and staff meetings.</p> <p>A dedicated pharmacy helpline was installed at the practice giving patients and pharmacy staff direct access to practice staff</p> <p>The new process was published in detail in the last Patient Newsletter which is widely distributed and available on line and in the waiting areas.</p>

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Priority area 3

Description of priority area:

Members of the patients group noted that internal signage at the practice required updating to include new doctors names and location of services such as the self-check BP facility.

What actions were taken to address the priority?

The practice manager surveyed the requirements, reviewed this with the PRG and ordered signs appropriately

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

New signs are now in place making navigating the practice easier for patients.

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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):

The practice has had a Patient Participation Scheme in place for many years and joined this scheme when it was introduced in 2012. During that time many improvements have been completed or initiated through discussion with the patients group often following patient surveys. These are:-

- Improve attitude and service given by reception staff.
- Improvements to appointment availability; appointment review is a continuous requirement as demand increases
- Some improvements have been made to improve access but more included in the schedule with the next practice premises improvement plans
- Improvements to practice information and signage
- The chair of our group has been directly responsible, with the support of other Harrow practice patient group chairs, in the formation of the Harrow Wide Patients Group (HWPG). The group initially met regularly at this practice, are now firmly established and working alongside Harrow CCG.

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4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 27th 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?

- The practice holds regular meetings with the PPG; minutes are taken at the meeting by a PPG member and given a wide distribution among the practice population including via email to those unable or not wishing to attend in person.
- The meetings are open to all and well advertised.
- The PPG is properly constituted and holds its AGM at the practice. Again, this is open to all patients.
- The PPG is publicised in the Practice Handbook and also produces at least 2 newsletters annually as well as being displayed on the waiting room media screen.
- Age Concern and other voluntary help groups are encouraged to attend the practice and talk to patients

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

Patient feedback is received in a number of ways, e.g. :-

- Patient Surveys, national as well as in-house, and latterly via the Friends and Family Test
- NHS Choices Website
- Complaints and suggestions by any communication means – verbal, written, email.
- Patient meetings
- Feedback from local help groups and organisations

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

- Since their formation, the PPG have always been consulted and involved in practice plans.

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

- Patients now feel they have a voice within the practice and that they are listened to; the PPG has been involved and supportive of the practice in introducing many of the improvements put in place in recent years.
- There are dedicated call lines for patients over 75 and Carers who also have a passport to give priority access to our services

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

- We believe that the introduction and enhancement of PPG's has greatly improved Doctor/Patient relations and is to be encouraged.
- The Harrow Wide Patient's Group is now well established and works alongside Harrow CCG to give the patients' perspective

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