

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

Practice Name: Iveagh Surgery

Practice Code: G85135

Signed on behalf of practice: Dr Herman Lai Date: 27/03/2015

Signed on behalf of PPG: Date:

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

Does the Practice have a PPG? YES											
Method of engagement with PPG: Face to face, Email, Other (please specify): Email/postal & patient events											
Number of members of PPG: 237											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	50	50	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	28	72	Practice	-*	16	25	20	21	11	4	3
			PRG	-*	17	24	26	21	7	4	1

*Patients under 16 have not been recruited to join the PPG, however their view and suggestions have been incorporated in the plan (see below)

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	20	-	-	-	2	2	1	-
PRG	20	-	-	-	8	3	1	-

	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	1	-	27	14	-	-	32
PRG	1	0	0	1	-	25	31	-	-	10

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:

The practice established a PPG in 2011, open to all patients (over the age of 16) registered with the practice. Patients could become a member of the PPG by completing a registration form available at reception or on the website. In order to reach a wide range of patients, the practice used the following methods to promote the group and to encourage patients to join:

- Signs and posters in the waiting room promoting the groups
- Reception staff handing out forms to patients when they attend the practice
- Clinicians handing out forms to patients during consultations
- Inviting all patients to join at point of registration

The registration form asked patients for their email address as this is the most efficient and environmentally friendly method of communication for the practice. However in order to be inclusive of all patients, those patients who did not have access to email, or

who did not wish to provide their email address, were able to give their postal address for communications instead.

The Iveagh Surgery has an incredibly diverse patient population. We wanted to make sure that the PPG was representative of patients of different ages and from different backgrounds. In order to achieve this we decided to monitor information about patients who were registering with the group and compare this to our practice population. When we noticed that some groups of patients were underrepresented, we took the following action:

- Made the registration form available to patients translated into French and Portuguese (the two most commonly read languages outside English amongst our practice population)
- Reception staff offered assistance to patients in completing the form where appropriate (for example patients who had difficulties reading or writing)
- Patients without an email were given the option to provide a postal address instead
- The Practice Manager regularly reviewed the information and informed staff about areas that were underrepresented (for example young men) so that both clinicians and reception staff could target those patients with information about the PPG when they attended the surgery.
- Staff discussed recruitment to the group at internal meetings and shared ideas about how to reassure patients about the nature of the group and what was involved.

Half of the practice population (50%) are female; however the PPG was made up by 72% female patients. This is partly explained by the fact that female patients visit the practice more frequently (65% of consultations are with female patients according to practice data). Reception staff and clinicians made efforts to address the imbalance by approaching male patients and inviting them to join the group.

The age distribution of PRG members broadly matched the age distribution of the practice list. Patients under 16 have not been included within the formal PPG. However the views and suggestions of patients aged under 16 have been included through the annual patient survey and through their attendance of patient events.

The ethnic group distribution of PPG members matched the ethnic group distribution of the practice list very broadly. However there

was an over representation of people from Black Caribbean communities. There was also an under representation of people from 'any other' ethnic background. This is partly explained by the practice having poor historical ethnicity data for patients...

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:

See above measures taken to recruit underrepresented groups.

2. Review of patient feedback

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

Feedback at patient events
Annual patient survey 2014/15
Sexual Health Service patient survey
Friends and Family Test Responses
Patient complaints
Comments / suggestions box
Previous patient surveys

How frequently were these reviewed with the PRG?

Twice annually

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Increase availability of appointments outside of normal working hours.</p>
<p>What actions were taken to address the priority?</p> <p>The practice continues to offer patients appointments on Saturday mornings as these are highly valued by our patients. However we have also introduced additional early and late appointments on Tuesdays (7.30-8am and 6-7pm).</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>More convenient appointment times available for patients who find it difficult to attend appointments during office hours due to work or other commitments.</p> <p>The practice has publicised the extended opening hours and additional appointments in the following ways.</p> <ul style="list-style-type: none">-In a postal mail out to all registered patients-On the screens in the waiting room-On the practice website

Priority area 2

Description of priority area:

Increase the range of methods by which patients can communicate with the practice in order to improve accessibility.

What actions were taken to address the priority?

- Introduced online bookable appointments
- Introduced a practice email address for patient queries
- Refresh and update the practice website – planned for April 2015

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

More flexibility and convenience of patients who are unable to call or attend the practice in person during opening hours.

Better accessibility for patients with hearing difficulties.

The practice has publicised the new ways in which patients can communicate with the practice in the following ways.

- In a postal mail out to all registered patients
- On the screens in the waiting room
- On the practice website

Priority area 3

Description of priority area:

Conduct a patient consultation in relation to the planned merger with the Myatts Field Medical Practice (planned to take place in April 2015) and ensure that the views of patients registered at the Iveagh Surgery are taken account of in the redesign of services.

What actions were taken to address the priority?

- Provide general information to all patients about the planned changes via screen messages in the waiting room, patient leaflets and an update on the website
- Patient event held to discuss the proposed change with patients from both practices and seek patient views
- Conduct a patient survey seeking the views of patients on key issues including appointment types, appointment times, communication with the practice, the practice name and suggestions from patients as to what currently works well and what could be improved.
- Publicise any changes to services including changes to opening times and appointments, practice name, how to communicate with the practice, and any changes to services via a mail out to all patients and updates on the existing website
- Creation of a new website for the merged practice with current, accurate information regarding services.
- Patient consultation to be repeated 3-6 months following merger to find out whether patients are satisfied with the new service and make further improvements as needed.

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

Patients are kept informed of changes and are aware of how this will impact on their care.

Patients are able to input into decisions around how services at the new practice are designed and delivered.

All changes have been publicised via screens in the waiting room, patient information leaflets, on the practice website, mail out to patients and at patient events.

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):

Patient feedback	Progress made
Patients would like it to be easier to request repeat prescriptions	Piloted and implemented online repeat prescription requests
Patients did not want us to lose what was good about the service when we relocated to new premises	Keeping the services patients said they really like – urgent care, diabetes and sexual health
Patients reported they could overhear receptionists discussing patients	Investigated breaches of confidentiality and all staff undertook confidentiality training refresh
Patients would like to be kept informed about changes in the surgery and what training the GPs have been doing	Introduced a practice newsletter
Patients would like to consult with doctors by telephone when appropriate	Piloted and then established bookable telephone consultations slots with the GPs
Patients would like to access more community services at the practice (including osteopathy)	Passed on feedback to commissioners about the services patients would like to see in primary care
Patients told us how they felt our clinical and reception staff were doing	We used your feedback in staff appraisals and offered support where needed
Patients would like more things to do in the waiting room	We introduced a children’s play area, a selection of magazines and a health information board

<p>Patients told us it sometimes took a long time to get copies of your medical records after you requested them</p> <p>Patients told us they appreciated a range of appointments types</p> <p>Patients wanted clear information available about the different types of appointments we offer and promote this</p> <p>Patients wanted a consistent welcoming and helpful staff on reception</p> <p>Update and refresh the practice website with information about staff amend their specialities</p>	<p>Reviewed the process for handling requests and speeded up response times.</p> <p>Continue to offer a range of appointment types to meet varying patient needs including urgent care walk-in, routine bookable appointments, Saturday appointments and telephone consultations</p> <p>Promote any changes in appointment type on the screens in the waiting area and on the website</p> <p>Reception staff have attended customer service and communication skills training.</p> <p>New website planned to be launched in April 2015</p>
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4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24/03/2015

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? Different methods of communication and translation of materials to different languages.

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

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

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

Do you have any other comments about the PPG or practice in relation to this area of work? NO