London Region South London Area Team

Complete and return to: [nhscb.lon-sth-pcc@nhs.net](mailto:nhscb.lon-sth-pcc@nhs.net) by no later than 31 March 2015

Practice Name: Plas Meddyg Surgery

Practice Code: G83029

Signed on behalf of practice: Karen Baskett Date: 30 March 2015

Signed on behalf of PPG: Date:

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 with regular meetings and also email contact. | |
| Number of members of PPG: ….. 10 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 47.36% | 52.64% | | PRG | 36.4% | 63.6% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1314 | 807 | 778 | 1013 | 1126 | 798 | 742 | 786 | | PRG | 0 | 0 | 0 | 0 | 5 | 1 | 2 | 2 | |
| 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 | 85% | 1% | 0 | 5% | 0.25% | 1.75% | 0.01% | 0.35% | | PRG | 7 | 1 | 0 | 1 | 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 | 2% | 0.05% | 0 | 1% | 0.1% | 1.25% | 0.02% | 0 | 0 | 2.31% | | PRG | 2 | 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:  **The PPG displays a poster on their notice board in the waiting area inviting patients to join the Patient Participation Group. They also manned a desk, during the influenza clinics, to bring the Group’s existence to a wider patient population. The District Nursing team, who visit housebound patients, update them with regular news especially patients who may not have access to the internet and our website: plasmeddygsurgery.com** | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **The PPG manned a desk during our influenza sessions to obtain feedback from patients and to discuss any issues of concern. We have a ‘PPG Suggestions Box’ in the reception area. Comments/suggestions left in the box are reviewed and discussed during the PPG meetings at the surgery and responded to by the PPG. During February we undertook a survey of patients’ views on the change of our Extended Hours from a Thursday morning to a Tuesday morning. The feedback was positive and the Tuesday morning session is popular.** |
| How frequently were these reviewed with the PRG?  **Every two months at our meetings and also by email and face to face contact with PPG members.** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: **Telephone problems** |
| What actions were taken to address the priority?  **Posters are displayed in the waiting area to promote the on-line appointments and prescription services. Our staff is trained to assist patients with any queries.** |
| Result of actions and impact on patients and carers (including how publicised):  **A gradual increase in patients using the services and, therefore, relieving the pressure on the number of telephone calls. Greater flexibility for when patients wish to make an appointment or repeat medication.** |

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| Priority area 2 |
| Description of priority area**. Zero tolerance** |
| What actions were taken to address the priority?  **A poster is displayed informing patients that violent behaviour will not be tolerated. A PPG member has contacts with the police community and will invite someone to one of our training sessions to advise on how to deal with violent behaviour**. |
| Result of actions and impact on patients and carers (including how publicised):  **A poster is displayed in the waiting area. We have seen a less aggressive behaviour, which has helped patients while waiting in the reception area to see a clinician as bad behaviour is disturbing for patients to witness.** |

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| Priority area 3 |
| Description of priority area: **A need to inform patients of forthcoming events and missed appointments** |
| What actions were taken to address the priority?  **The PPG purchased a noticeboard and it is displayed prominently in the waiting area advertising forthcoming events.**  **We have introduced a text messaging system which reminds patients of their appointments and gives them the opportunity to text back to cancel the appointment if they are unable to attend. A text is sent on Sundays to those patients who have a Monday appointment. The PPG are to spend a day at the surgery, on a bi-monthly basis, to promote the online services and offer to demonstrate to patients how they can access the services online. The demonstrations will take place in an office for the privacy of the patient.** |
| Result of actions and impact on patients and carers (including how publicised):  **Patients are better informed. As more patients use the text messaging services, we should see a reduction in the number of missed appointments. This will result in clinicians’ time not being wasted and additional appointments being available. Patients who are not confident using a computer will have a one-to-one demonstration on how to access our services online.** |

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):

**Our telephone number has been changed from a 0844 number to a geographical number (01322 470595). We also needed to update our telephone system so took the opportunity, when changing to the geographical number, to install two extra telephone lines to enable patients’ calls to be answered more effectively. The introduction of press options has enabled patients to connect directly to the right staff member to deal with their request. We consistently monitor our appointment system and have introduced a duty doctor on a rotation basis. This is proving successful. During the influenza clinics, our PPG raised money selling raffle tickets. They raised £900 and we have purchased medical equipment for our clinicians.**

1. PPG Sign Off

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| Report signed off by PPG:  YES/NO  Date of sign off: |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?  Has the practice received patient and carer feedback from a variety of sources?  Was the PPG involved in the agreement of priority areas and the resulting action plan?  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Do you have any other comments about the PPG or practice in relation to this area of work? |

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