

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

London Region North Central & East Area Team

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

Practice Name: Highbury Grange Medical Practice

Practice Code: F83660

Signed on behalf of practice: *[Signature]* FATEMA KHATUN
MANAGER Date: 23/5/2015.

Signed on behalf of PPG: *[Signature]* - N. TEICH PATIENT Date: 23/5/15

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) –

Face to face and email and post. Following discussion at our last face-to-face PPG meeting, we have set up a dedicated email address to which PPG members can send messages. This account allows communications between meetings on a more timely basis. This account is being monitored by and responded to if appropriate, by the PPG chair (a patient) and the Practice Manager. In addition, useful information, details of meetings and the meeting agendas are communicated to the PPG members via email. Members not having access to emails are sent the information via post. The ability to join and meetings of the PPG is announced periodically on the Jayex board. Information is also included in the Practice Leaflet.

Number of members of PPG: 13 patients

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<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">4278</td> <td style="text-align: center;">4482</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">3</td> <td style="text-align: center;">10</td> </tr> </tbody> </table>	%	Male	Female	Practice	4278	4482	PRG	3	10	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <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 style="text-align: center;">1868</td> <td style="text-align: center;">604</td> <td style="text-align: center;">2179</td> <td style="text-align: center;">1678</td> <td style="text-align: center;">1154</td> <td style="text-align: center;">582</td> <td style="text-align: center;">382</td> <td style="text-align: center;">329</td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> <td style="text-align: center;">3</td> <td style="text-align: center;">0</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">3</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1868	604	2179	1678	1154	582	382	329	PRG	0	0	1	3	0	3	4	3
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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	3064	223	1	1449	154	162	0	159
PRG	9	2	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	103	26	253	87		324	125	104	3	2354
PRG	1	0	0	0	0	0	0	0	1	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:

All patients are given the opportunity to join the PPG. Posters are displayed in the reception area to promote the PPG. There is a link on our practice website along with application forms and details of the aim of the PPG and how patients can get involved. The ability to join and meetings of the PPG is announced periodically on the Jayex board. Information is also included in the Practice Leaflet.

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4. PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: 23/3/15 MT

How has the practice engaged with the PPG: There have been two PPG meetings this year. A further two face to face meetings of the manager and PPG Chair have taken place. Additionally there have been email communications back and forth.

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

We have discussed in ways to engage with these groups in a more productive way.

- Provide information about the PPG to parents with young children. For example at baby clinics
- Provide information about the PPG at local housing estates.
- Arrange early evening meetings to attract the working population
- Engage with local Healthwatch Islington

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

The practice has received feedback through the Friends and Family Test, patient complaints, NHS Choices and the PPG.

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?

See information about telephone service above

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

The vision is to continue evaluating and improvements to assess further areas of interest.

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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:

Complaints and suggestions
Friends and Family Test
NHS choices
PPG meetings
Practice survey

How frequently were these reviewed with the PRG?

Twice annually. The practice tries to identify patterns in the complaints/suggestions received which are then discussed at the PPG meeting. The practice had received a number of complaints with regard to the telephone system. Some of these were addressed when the phone system was changed in April 2014. However there are areas in the new system that need to be actioned. The practice is currently looking at how to achieve the suggestions raised by the PPG.

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Ability to provide online service to patients</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>The practice has configured on-line services on its system. Patients will be able to access online services from 25th March 2015. The PPG members will be sent emails to advise that this service is now available. Further, there will be posters displayed in the reception area about the new options. Patients who express their interest in the new service will be given printed instructions on how to access the services.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Posters have been displayed to advertise this new service. Staff have received training and are advised to opportunistically advise patients. Local Pharmacies have also been informed.</p> <p>The practice feels that the new options will reduce frustration of those patients who have had difficulties in accessing our telephones to get an appointment. The new online repeat prescription service will decrease disruptions that have been caused to patients' working life due to taking time off to hand in requests for prescriptions or picking up the signed prescriptions.</p>

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Priority area 2

Description of priority area:

Raise awareness on the new government initiatives, in particular Shingles vaccinations

What actions were taken to address the priority?

Patients who are eligible for the shingles vaccination are opportunistically offered the vaccination. It was felt that a high number of patients are unaware of this. The practice will be sending out letters proactively inviting eligible patients to make an appointment for a shingles vaccination. Leaflets describing the shingles vaccination programme will be included with the invitation letter. Furthermore, the repeat prescription forms will have a sentence encouraging shingles vaccinations as they now do for flu vaccinations.

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

We hope this initiative will encourage eligible patients to make an appointment for the vaccination. Posters will be displayed in the waiting area. Staff will be reminded to put a leaflet in the prescription of eligible patients.

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Priority area 3

Description of priority area:

Host events to raise awareness of various medical conditions and government campaigns and changes.

What actions were taken to address the priority?

Discussed at the PPG on 4th March 2015. PPG members provided suggestions of topics. PPG members also volunteered to contribute towards these events, for example, by promoting the event locally. Dementia Awareness is a topic that PPG members were keen to have as an event. One PPG member offered to contact Dementia groups and bodies to support the event. It was also agreed that it would be best to host such events when the days become longer and warmer.

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

The practice plans to organise such events as the days become longer and warmer to maximise participation. This event will be advertised by displaying posters and having PPG input. This is to raise awareness to a larger proportion of a practice community.

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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 telephone system has been much improved following suggestions and discussion with the PPG.

We had an opportunity to evaluate the triage service which was introduced in 2013. Following which patients have expressed satisfaction in being provided with appropriately timely appointments or advice.

The practice has made the PPG more interactive and more patient centred. The practice has recently recruited a patient chair. The PPG are now involved in setting the agenda for the meetings. We responded immediately to the suggestion of the PPG members requesting a dedicated email inbox to communicate between PPG members with the practice and PPG chair.