

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: Ruston Street Clinic

Practice Code: F84030

Signed on behalf of practice: Dr Naimish Amin

Date: 24/03/2015

Signed on behalf of PPG: Mr Stuart Ross

Date: 24/03/2015

1. Prerequisite of Enhanced Service – 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, Email, phone call												
Number of members of PPG: 8												
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:								
%	Male	Female		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1454 (52%)	1335 (48%)		Practice	465 (16%)	246 (9%)	803 (29%)	456 (16%)	337 (12%)	189 (7%)	133 (5%)	153 (5%)
PRG	37.5%	62.5%		PRG	0%	0%	25%	12.5%	37.5%	0%	12.5%	25%

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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								
PRG	62.5%	0%	0%	0%	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										
PRG	0%	0%	12.5%	0%	0%	0%	0%	25%	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:

Advertised PPG to all patients and after some volunteer, contacted patients from those groups not represented and asked if they would be interested in participation. Unfortunately not all were willing.

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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:

N/A

2. Review of patient feedback

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

Face to face discussion, phone calls, analysis of written feedback from NIS and friends and family test.

How frequently were these reviewed with the PRG?

Quarterly

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3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Décor (infection control)
What actions <u>were</u> taken to address the priority? Practice meeting – decided to remove old furniture, purchase new chairs etc that comply with infection control and CQC. Discussion regarding disposable curtains for clinical rooms.
Result of actions and impact on patients and carers (including how publicised): PPG informed of decision. Evident from purchase of new décor and removal of old décor. More comfortable and clean environment.

Priority area 2
Description of priority area: Appointment access

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What actions were taken to address the priority?

Discussed in practice meeting, nurse undertaking additional training to see minor illness/ injury to improve access, hiring a new HCA and training of receptionist as phlebotomist.

Funds sought to split current podiatry room to provide HCA a permanent room to improve access.

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

PPG members informed, will publicise to all patients new clinic times for HCA. Patients will see improvement on day appointment.

Priority area 3

Description of priority area:

Access to community services

What actions were taken to address the priority?

Health trainers, Dementia awareness stalls started to run at clinic, specialist nurse, service to continue to run in practice.

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

Additional community service and stall times advertised in clinic and on notice board near entrance.

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):

Previous PPG survey revealed desire to have better access to GP appointments and wanted more choice of who they saw including more access to female GP. Since then we have two WTE GP's one female and one male. On the day appointments with both male and female GP's. Practice nurse is attending training to see on the day minor illness.

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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?

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?

Ruston Street advertised to all patients (in English and Bengali) the opportunity to join the PPG or complete a questionnaire that would influence how the practice runs in the future.

Once patients had volunteered, we made an effort to engage patient from ethnic and age group that were not represented, calling patient and offering them to join the group or complete a questionnaire.

Most people preferred to complete a questionnaire or have telephone consultations. All members who elected to join the group were kept informed of all decisions made and changes to practice policy/ protocol as a result.

The only comment I have about the concept of a PPG is that it is not always possible to have a representative group and while I do feel it is important to try and make the group as representative as possible, a large amount of our patients are in the age bracket where they work and are unable to participate even if they want to.

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