London Region North West Area Team

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

Practice Name: Townfield Doctors Surgery

Practice Code: E86018

Signed on behalf of practice: Date: 17TH March 2015

Signed on behalf of PPG: Date: 20.3.2015

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: We have met face to face, corresponded by email, spoken on the phone as well as having meetings | |
| Number of members of PPG:  4 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 4766 | 4550 | | PRG | 1 | 3 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 2250 | 901 | 1516 | 1407 | 1212 | 849 | 597 | 584 | | PRG | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 0 | |
| 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 | 2852 | 276 | 4 | 686 | 156 | 32 | 6 | 286 | | PRG | 3 | 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 | 2154 | 860 | 72 | 22 | 232 | 676 | 525 | 172 | 116 | 189 | | PRG | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 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:  We have tried various methods of recruitment to ensure the PPG is representative of the practice population in particular when the GP’s and nurses have been seeing patients, they have spoken to specific individuals to try and get them involved in the PPG. We have also spoken to the local Childrens Centre and asked them to promote the group with any parents that they know are patients of the practice. | |
| 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 | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Friends and family questionnaires, GP survey, PPG members talking to patients during surgery, Healthwatch England, as well as reviewing compliments and complaints received. |
| How frequently were these reviewed with the PRG?  As and when feedback was received this was communicated to the PPG |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: Phone system – Patients had complained about our 0844 number and the cost of phoning in to the practice to speak to a GP/make an appointment etc |
| What actions were taken to address the priority?  We discussed and agreed with the PPG to look at alternatives for patients, and the practice had meetings with two telephony companies and also received feedback from Healthwatch. We agreed to change our phone number to a local number. |
| Result of actions and impact on patients and carers (including how publicised):  We had posters printed, put a message on the back of the prescriptions that were issued to patients and also updated our practice leaflet and website. As a result we have received virtually no complaints about the phone system now and also now very few patients just “walk in” whereas before they “walked in” as opposed to phoning the practice due to the cost. |

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| Priority area 2 |
| Description of priority area: The PPG felt that a patient education event was needed to try and educate patients about the “Minor Ailment Scheme”, the “PPG” and the opening hours of the practice etc |
| What actions were taken to address the priority? We held our “Flu Clinic” on Saturday 11th October 2014 and had the PPG present, Age Concern, Carers UK, and different members of the practice team promoting the “minor ailment scheme”, opening hours etc |
| Result of actions and impact on patients and carers (including how publicised):  We gained a further two patients for our PPG group, Age Concern managed to get one volunteer, and we issued a number of Minor Ailment forms and practice booklets to patients attending. Age Concern also offered advice to a number of our patients. |

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| Priority area 3 |
| Description of priority area: When patients wanted to complain or compliment a member of staff, or the practice had to investigate complaints that were made, it made it difficult to try and find out what member of staff the patient was referring to – even members of the PPG found it difficult to know who was who. |
| What actions were taken to address the priority?  We acknowledged and agreed with the PPG that it was good customer service for patients, that staff introduce themselves when answering the phone and also the practice agreed to issue all the staff name badges to wear in order that patients can identify the staff when need be. |
| Result of actions and impact on patients and carers (including how publicised):  This has resulted in the practice being able to go back to particular members of staff if there has been a query/complaint/compliment with a patient and also it has made it more personal in the relationship that the member of staff has had with the patient. It has also helped with external visitors and other colleagues knowing who they have spoken to. |

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 patients are now fully conversant with the Partners in the practice – this became a problem when some of the previous Partners retired and some of the long standing salaried GP’s left. We recruited 3 out of 5 new Partners.
* Patients were not aware of the PPG and what it is/does – we have put a sentence in our leaflets promoting the PPG and also the PPG themselves have done a lot of self promotion within the practice as well as advertising with posters,and on the back of prescriptions etc
* Patients requested they wanted to know more about their Chronic Diseases – we held an education event on Diabetes and also have 2 more trained Nurses who have completed the Warwick Course as well as 2 GP’s in the practice taking on responsibility and working/educating these cohort of patients.
* Patients are more aware and are participating in more local schemes such as the Minor Ailment Scheme and we have also had 2 members of the CCG in the practice for a period of 6 weeks talking to patients, in particular parents with young children advising them of what they should have as a first aid kit and advising them of the different services and when and how to use them

1. PPG Sign Off

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| Report signed off by PPG:  YES  Date of sign off: 20.03.2015 |
| 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? |

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