

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

London Region South London Area Team

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

Practice Name: Sydenham Green Group Practice

Practice Code: G85024

Signed on behalf of practice:

Phil Jenkins – Practice Manager

Date:

Signed on behalf of PPG:

Paddy Moon – Patients' Forum Chair

Date:

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)

**We have a core group who meet every 2 months and a virtual group who are sent the papers for each meeting and the notes of meetings.**

Number of members of PPG: **56 – although the numbers of patients who are members is fairly static there are regular new members and older members leaving for reasons of health or moving out of our area.**

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	47	53
PRG	37	63

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	24	9	15	16	15	9	6	6
PRG		10	29	15	17	10	15	4

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	36	2		8	2	1		1
PRG	69	2			4			

	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	2	8	8	1		28
PRG	4			4		10	4			3

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 Patients' Forum is advertised through the practice web site and within the practice waiting room where a large notice board has been allocated to the Patients' Forum. We also have TV displays in the waiting rooms and there is a video encouraging patients to join the forum. Members of the forum have also been in the waiting room speaking to patients and encouraging them to use the technology we have provided to help log in for their appointments, use the Surgery POD which is linked directly to the patient record and updates health information eg BP, height/weight, language, ethnicity etc as well as speaking about the forum. Staff members have also invited patients to join the group**

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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 special characteristics**

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:

**There is a suggestions box on the wall by the Patients' Forum notice board in which patients are encouraged to raise non clinical issues. These are discussed at each forum meeting and a summary is being prepared by the Forum to put on the notice board to show how they have been actioned.**

**We have set up an email facility for the Patients' Forum to enable patients to contact the group directly with comments. The feedback comments as well as the % of replies from FFT is printed out before each meeting and shared with the forum for discussion.**

**Feedback is also given to members of the forum direct and these comments are also raised at meetings and discussed.**

How frequently were these reviewed with the PRG?

**There is an agenda item for discussing comments feedback at each meeting which is held every 2 months**

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: <b>NHS Changes and the impact on the practice – Appointment of a new Practice Manager</b></p> <ol style="list-style-type: none"><li><b>1. There was great concern at the impact of changes to the NHS and practice funding on the ability of the practice to provide services as previously.</b></li><li><b>2. Appointment of new Practice Manager</b></li></ol>
<p>What actions <u>were</u> taken to address the priority?</p> <ol style="list-style-type: none"><li><b>1. The Forum decided to write to Dr Anne Rainsberry Regional Director London NHS England for her comments. No response was sent to the chair of the group who wrote to her – the response was sent to the local MP Mr Jim Dowd. When the Forum received a copy from Mr Dowd it was clear that the letter did not satisfactorily address the issues raised and the group wrote again – no reply received! It was then decided to approach 2 MPs from the DOH. Unfortunately the group was unsuccessful with MPs too busy to visit.</b></li><li><b>2. The Chair was invited to be part of the interview panel for the appointment of a new Practice Manager</b></li></ol>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ol style="list-style-type: none"><li><b>1. It was decided that there was no point in continuing this idea especially as we were fast approaching the run up to a general election.</b></li><li><b>2. Chair attended the interview and was able to give her comments to the partners regarding suitability of candidates</b></li></ol>

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### Priority area 2

Description of priority area:

**Premises - There were complaints about:**

- 1. The condition of the Public toilets**
- 2. Disabled access to the GP practice was fine but access to phlebotomy was through 3 fire doors that were difficult to open for patients using wheelchairs.**
- 3. Crowding around the GP reception desk from the queue of patients so that it was not possible to speak confidentially to the reception staff**
- 4. The automated check in machine was also by the queue and was not easily accessible if there were several patients waiting**
- 5. Courtyard – this had been neglected with the change in ownership of the Health Centre**
- 6. Chairs in the waiting area were tired and stained – again comments were made by patients**

What actions were taken to address the priority?

**The chair of the forum met with the centre manager to discuss the first 2 items and a submission was made to the landlords to address these issues.**

**It is hard to keep patients from crowding the reception because of the layout of the reception area but adjustments were made to the waiting area**

**It was decided to move the check in machine to a new position where it was away from the queue and still easily visible  
Patients offered to form a work party to help clean up the courtyard – one of the patients offered to paint a mural on one of the walls to brighten up the area**

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

**The outcome was**

- 1. the toilets were completely refurbished**
- 2. there are automatic door stops fitted to the doors so that they can be kept open but in the event of a fire they will be released and still function as fire doors**

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- 3. coloured lines were stuck to the floor and a notice asking patients to wait behind the lines until called to go to reception – this has been largely successful with improved privacy for patients**
- 4. The check in machine is more easily accessible and does not impinge on any queue at reception**
- 5. The courtyard was tidied up and made much more welcoming. The mural was not able to be done due to poor health of the forum member.**
- 6. New chairs that are washable were purchased for the waiting room**

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### Priority area 3

Description of priority area:

#### **Appointments**

- 1. There continues to be high demand for appointments which the practice is struggling to meet**
- 2. This is the area of most comment from patients**

What actions were taken to address the priority?

#### **Appointments**

- 1. The availability of appointments was changed so that there was a more even spread of availability**

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

- 1. Appointments continue to be available on the day and up to 4 weeks in advance but the forum suggested that some be released 2 weeks in advance – this was undertaken and does give further options to patients though does not increase the total number of appointments available**
- 2. The available appointments are clear to patients when they book – they also appear for on-line access**

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### Priority area 4

Description of priority area:

#### **Development of the Forum**

- 1. The patients felt it was important that they should have clear aims and objectives of the group**
- 2. Patients were keen to help the practice expand the use of IT by patients**
- 3. New email address – the chair had used her personal email for correspondence however as she was moving to a new internet provider it was felt that this personal email was no longer appropriate. A new email specifically for the forum should be set up**

What actions were taken to address the priority?

- 1. Agreed Aims & Objectives of the group were developed**
- 2. Members of the Forum agreed to be available in the reception area on dates and times agreed with the practice Patient Services Manager.**
- 3. Email address was set up for the forum – this was circulated to all members and has been added to the practice web site**

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

- 1. The document has been added to the Patients' Forum notice board and is available on the practice web site.**
- 2. Patients' Forum members have encouraged patients to sign up for on line access and demonstrated how to use the check in and POD**
- 3. All email correspondence is now through the forum web address**



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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 main feedback is always about the difficulty in making appointments.**
- **Continued changes to the appointment system to make them more evenly spread through the month ie some now released at 2 weeks availability – also changed the mix of on the day / bookable in advance to reflect the on-the-day demand**
- **TV screens are showing several videos giving health information including joining the Patients' Forum**
- **Much of the work of the forum is ongoing and having received an unsatisfactory response from NHS England they attempted to arrange for an MP to visit (as above)**
- **The arrivals screen was moved and Forum members have again been in the waiting room speaking to patients**
- **Forum members organised and arranged the leaflets in the waiting room**

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### 3. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off:

How has the practice engaged with the PPG:

**There has been very good communication with the practice and in particular the Chair and Practice Manager email and speak frequently**

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

**Patients from the forum have been encouraged to spend time in the waiting room speaking to patients and trying to get more members. Members have also spoken to, or been approached by, friends and acquaintances who were registered with the practice. We have put a suggestion box in the waiting room which is managed by the Forum and comments discussed with Practice Manager and at the forum meetings.**

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?

**Improvements in access to the practice, changes to the appointment system, building close links with the practice, ongoing communications with counsellors and local authority contacts as appropriate**

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

**For the first time the Chair of the Forum was invited to be part of the interview panel for the appointment of a new Practice Manager. This was a significant acknowledgement of the importance of Patient involvement in the development of the practice.**

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