


**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](mailto:england.lon-ne-claims@nhs.net) no later than 31 March 2015

Practice Name: The Shrubberies Medical Centre

Practice Code: F86641

Signed on behalf of practice:  Date: 27<sup>th</sup> March 2015

Signed on behalf of PPG: see next page 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) Face to face, email and at planned learning events.

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Practice Name: The Shrubberies Medical Centre

Practice Code: F86641

Signed on behalf of practice: *Chaire M. Edwards*

Date: 27<sup>th</sup> March 2015

Signed on behalf of PPG: *M. Lyne*

Date: 30/3/2015

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, email and at planned learning events.
Number of members of PPG: 19

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Number of members of PPG: 19

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	47	53
PRG	47	53

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	19	7	24	19	12	9	6	4
PRG	0	5	0	0	5	33	39	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	77	1	0	10	1	0	1	0
PPG	84	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	2	2	1	1	1	1	1	1	1	0
PPG	5	0	0	0	0	0	11	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 members of the Group discuss this every year. We held an open meeting in April 2014 to encourage more members to join the PPG. We encourage anyone who makes a complaint to join us as their views are valuable and have posters, the practice leaflet, newsletters and the website inviting patients to join. The hardest group to reach are young males aged 18-40 who have busy working lives and young families to balance. They are also the smallest group of users of the surgery. It was agreed by the PPG

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members that the group is representative of the main users of our service and as such are more knowledgeable of the service we currently provide to patients and therefore better equipped to evaluate and comment. We are continuing to explore ways of engaging our younger population via fitness and travel, which we plan to incorporate into our next newsletter due in April 2015. Social media sites were discussed and discounted.



screen shot re  
website meeting 2nd .



Your GP Practice  
needs[1].docx



MINUTES OF PPG  
MEETING Feb 3 2015.newsletter summer 20



shubberies

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:

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### 2. Review of patient feedback

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

Patient complaints, NHS Choices reviews, Friends & Family test, CQC initial report, GP Patient Survey, Healthwatch, Patient Group meetings. Our chair is the Wanstead and Woodford representative at the Patient Engagement Group so we get feedback from Healthwatch, the CCG and other PPG's within the CCG .

How frequently were these reviewed with the PRG?

The group meet most months and all new data is reviewed. Complaints, NHS Choices reviews and Friends & Family Test results are discussed at every meeting.

Meetings took place on 2<sup>nd</sup> April 2014, 28<sup>th</sup> April, 6<sup>th</sup> May, 26<sup>th</sup> August, 23<sup>rd</sup> September, 31<sup>st</sup> October, 4<sup>th</sup> November, 6<sup>th</sup> January 2015, 3<sup>rd</sup> February, 5<sup>th</sup> March.



Minutes April  
2014[1].docx



MINUTES august  
26th 2014.docx



MINUTES OF PPG  
MEETING Feb 3 2015.

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: The group felt that part of their role was to disseminate health related information to both the patients in our surgery and possibly the wider community. Dementia and Diabetes were felt a priority as they have the most impact on the local health population.</p>
<p>What actions <u>were</u> taken to address the priority? It was agreed to commence with a local meeting entitled – ‘How to Live well with Dementia – Raising Awareness in our Community’. This took place on Tuesday 4<sup>th</sup> November 2014 in the evening and was repeated on the afternoon of the 12<sup>th</sup> March 2015. Talks on Diabetes are being held on 14<sup>th</sup> and 19<sup>th</sup> of May 2015</p>
<p>Result of actions and impact on patients and carers (including how publicised): Posters were displayed in the surgery together with flyers. Posters were also displayed in local surgeries, churches and supermarkets. The second meeting was also advertised in the diary section of the local newspaper and the Yellow advertiser. A carer and an Admiral nurse gave a very good perspective on Dementia, from initial diagnosis, through the various stages and what help is available. Although attendance was disappointing, the members of the public who did attend gave excellent feedback which has encouraged the group to continue with the plans for two Diabetes talks in May.</p>

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MINUTES august  
26th 2014.docx



ppg dementia copy  
3.10.2014[1].docx



screen shot website  
re first dementia.doc



ppg\_dementia\_16.2.  
2015[1].docx

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### Priority area 2

Description of priority area: Staff Name Badges

What actions were taken to address the priority?

Many patients requested this on the early Friends & Family test returns. This was discussed with the PPG at a meeting in February who agreed that it was a good idea. The name badges were ordered and the staff were wearing them by the end of the month.

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

The PPG believe that ensuring Practice Staff are easily identifiable will help create a warm, friendly and professional atmosphere conducive to a better patient/staff relationship. Published retail research has found that customer service satisfaction is increased by 12% through the wearing of name badges. We are proud of our reception staff and patients like to know who they have spoken to face to face.

This will be publicised in our next newsletter currently being compiled.



MINUTES OF PPG  
MEETING Feb 3 2015.meeting



Minutes of PPG



name badges.jpg



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### Priority area 3

#### Description of priority area:

DNA's. The surgery is experiencing an increase in DNA's (Did Not Attend). These were reduced many years ago by the introduction of SMS text message reminders and continued patient education. Since then our patient list has significantly increased and patient education is now ongoing. Over 100 appointments are being lost each month which equates to a loss of at least one and a half surgeries per week.

#### What actions were taken to address the priority?

This has been discussed at many meetings but with the imminent threat of text messaging via NHS net possibly no longer being available after April 2015, it was felt that more patient education was necessary and to get tougher with those who constantly offend without good reason.

The Practice Manager frequently telephones patients to ascertain in a research way, why they failed to attend, but very few answer their phones, or have the courtesy to respond to the message left so it is difficult to get feedback.

There is no pattern as to why this happens, people still DNA frequently even when given an appointment on the day !

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

Posters have been displayed each month on the Patient Noticeboard detailing the degree of wastage and DNA leaflets are available. Letters are being sent on behalf of the PPG to constant offenders outlining the risk of being removed from the Practice List. The receptionists have devised a patient Help us to Help you leaflet. A new poster and leaflet has been devised with input

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from PPG members to advise that we are taking DNA's seriously and outlining the consequences.



DNA poster.jpg



Minutes of PPG  
meeting March 5th 2014



DNA example  
letter.docx



Patient guidance  
cover side PDF.pdf



Patient guidance info  
side PDF.pdf



DNALeaflet.pub

### 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):

By changing our clinical computer system in April 2013, we were able to implement the ordering of repeat prescriptions online and appointment booking online. We have built on this in this current year by enabling patients to view their recorded allergies and immunisations from their care record online. For several years we have been trying to set up in-house phlebotomy, as the community options are oversubscribed meaning long waits for the elderly and unwell. A member of our staff is particularly keen to train to provide this but securing funding to implement this service on a sustainable basis for the Practice is not forthcoming. Healthbridge (our Federation) and Redbridge CCG are currently looking at how this service could be deployed more efficiently for patients in this community. The CCG are obtaining patient's views re community phlebotomy via the PEF and PPG groups across the Wanstead and Woodford Locality which we hope will improve the current situation.

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### 4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 30<sup>th</sup> March 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?**

Actively spoken to 20-40 age group but too busy to participate. We have encouraged membership by posters, practice leaflet, open meetings, personal invitation, newsletters and the Practice website. We have also invited any complainants to

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

Yes we regularly review the results of the Mori patient questionnaires, Friends & family results, NHS Choices reviews and complaints. I am the Wanstead and Woodford representative on the Patient Engagement Group so we also get feedback from Healthwatch, the CCG and other PPG's within the CCG.

**Was the PPG involved in the agreement of priority areas and the resulting action plan?**

Yes very much so, via regular meetings, consultation and patient feedback.

**How has the service offered to patients and carers improved as a result of the implementation of the action plan?**

We now have online access for ordering repeat medication, appointment booking and some aspects of the summary care record. We now have named reception and admin staff via badges, we are improving access via reduction of DNA's and informing the local community with talks on important health issues.

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

It is a very useful tool to help shape the Practice so that it is providing the services our patients require and provides a focus for

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patient feedback and inspirational ideas !

Michelle Green – Chair of The Shrubberies Medical Centre PPG

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