

## **Patient Participation Enhanced Service 2015/16 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 2016

Practice Name: Rutland House Surgery

Practice Code: F85688

Signed on behalf of practice: Jihan Kibria

Date: 15.7.2016

Signed on behalf of PPG: Ms Barbara Pound

Date: 15.7.2016

### 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) Email Face to face
Number of members of PPG: 13

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	47.73%	52.26%
PRG	42%	58%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice								
PRG	0	0	1	1	3	4	4	0

Age: Number of patients:

0-09	824	13%
10-19	865	14%
20-29	1056	17%
30-39	1383	22%
40-49	1285	21%
50-59	834	14%
60-69	491	8%
>70	482	8%

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	2765	127	0	1538	60	1	55	27
PRG	10		0	3	0	0	0	0

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	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	93	25	19	59	96	163	55	75	3	216
PRG	0	0	0	0	0	0	0	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:

- An invitation to join the PPG is on our website.
- A generic email sent to all forum members to attend the meeting.
- Patients who opportunistically provide feedback to the GP's, reception staff or practice manager will be invited to join the PPG.
- The process is now part of the New Registration pack which new patients to the practice are supplied with and it is discussed as part of the registration medical with the HCA.
- A leaflet is displayed in the waiting area inviting patients to join the PPG.

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 Satisfaction Survey carried out on an annual basis
- NHS Choices which is an ongoing source of feedback
- Friends & Family test which we have been gathering data from since December 2015
- Analysis of patient complaints which is carried out on a quarterly basis within the practice
- Comments, complaints and suggestion box within the waiting area

How frequently were these reviewed with the PRG?

Twice a year

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### 3. Action plan priority areas and implementation

Priority area 1
<p><b>Description of priority area:</b></p> <p>Appointments</p>
<p><b>What actions were taken to address the priority?</b></p> <p>Practice initiated a new policy for patients who want to just book a telephone appointment, to ring from 9am and any other non-urgent queries to ring after 10am. This allows patients to who want to book a face to face appointment for the same day to get through the phone quicker as phone calls are reduced between 8am - 9am.</p> <p>We updated this information and published on the website also notified patients over the phone.</p> <p>We also printed a leaflet and put it on display board at the reception and the waiting room.</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <p>Since we implemented this policy stress level has been reduced at reception, staff and patients have had an easier initial contact first thing in the day.</p> <p>Patient found it easier to get through to reception by phone.</p>

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### Priority area 2

#### **Description of priority area:**

DNA (Did not attend)

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

Practice informed forum member practice is facing many DNA every week and ask if forum member got any idea to prevent this.

Forum member advised to allow patient to cancel via text message. Another suggestion came from forum member to publish the weekly DNA number and put it reception. And if same patient have 3 DNA arrange a formal meeting.

We have joined iplato, they will be sending patient a reminder text about their appointment and give them the option to cancel the appointment if unable to attend.

We created a poster and put it on display located in the waiting room for patients to read and understand the importance of attending their appointments and if unable to attend their appointment, they should notify the surgery by phone.

We also published the DNA information on our website.

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

We have been performing a monthly search for patient who are missing their appointments, since April the numbers of DNA has been reduced by 50%.

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### Priority area 3

#### **Description of priority area:**

Lab Results

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

Practice informed forum member, practice now sending text messages for their lab result. Some of the forum member raised their concern the text message wording is inadequate to understand. Forum member advised the text message need to be more specific.

Usually the wording for lab results is generic but the doctors have started to re-word test result before sending out to patients by text.

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

This has helped patients to understand their results on the text message and the numbers of telephone appointments to find out about blood test result have been reduced.

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### Priority area 4

#### **Description of priority area:**

Telephone queuing system

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

The practice currently don't have a cloud based telephone system, this means that we are only able to accommodate up to 3 calls at a time.

The forum members have been made aware of this issue.

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

We tried to upgrade to the cloud based system with the existing provider but the quotation they offered is very high, but we are looking for an alternative provider so that we can upgrade.



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### Priority area 5

#### **Description of priority area:**

Prescription

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

Forum member being made aware of the new way to request prescription.

Patients who are not registered for patient access can now email to a separate account dedicated to only prescription requests. The prescription collection policy remains the same, which is 48 hours.

This information has been published on the website as well as displayed in the waiting room and reception.

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

This has improved the way we receive request for prescriptions.

Patient who are unable to come in to request their repeat prescription, can now send us quick email to request their repeat medication.

We are also able to issue the script sometimes earlier than 48 hours.

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### Priority area 6

#### **Description of priority area:**

Appointment Reminders (iPLATO)

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

We informed forum members practice is going to start using new software for appointment reminder. Forum members told; they already receiving text alert but the software will send text message just 24 hour before the appointment. This will help those patients who book care plan appointment 2/3 week in advance. This software will be also using for any health campaign like, flu, diabetic, child immunization, smear etc.

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

The texting services have gone live since 12<sup>th</sup> of July. Since then we have had many patients telling us that it's a great service.

We are also noticing that patients are using the service to cancel their appointments by text us back the word 'CANCEL'. This service also helped us to reduce the rate of DNA.

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Priority area 7

**Description of priority area:**

Website

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

Forum member advised to update all current information to practice website. We acknowledged current practice website does not have enough information and we have made arrangements and allocated members of staff to update website.

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

Training has been provided to receptionist and administrator.

The website has been updated with new theme and new information.

We also uploaded new materials for patients to download.

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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):

2011/2012

- Additional GP recruited for 3 sessions per week to improve appointment availability of appointments.
- Change of 0844 Telephone Number to local rate number
- Restructure of the reception staffing to ensure that adequate cover was in place to accommodate peaks in demand throughout the day

2012/2013

- Introduction of online appointment bookings
- Introduction of generic practice email address for patients to contact us on
- Redecoration of the patient waiting area

2013/2014

- Increase the number of PRG members, this is ongoing and is part of our new patient recruitment
- Audit and review of appointment system in comparison to A&E attendance rates during opening hours, as a result there appeared to be a high demand for Thursday PM sessions, we therefore increased our clinical sessions accordingly.

2014/2015

As outlined above

2015/2016

As outlined above

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### 4. PPG Sign Off

Report signed off by PPG:

Yes

Mrs Barbara Pound

Date of sign off:

How has the practice engaged with the PPG:

The practice engages via email which has proven effective due to work commitments etc of group members. There is an aim to meet face to face once or twice a year which historically has proven difficult to achieve, hence the email contact.

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

At point of registration, our HCA tries to engage all patients to join the PPG. We have advertised this on the website and it is displayed within the practice.

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

Feedback is received from a variety of sources including patient survey, complaints, NHS choices, direct feedback from patients within the practice on a face to face basis and more lately through the friends & family test.

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

The items within the action plan had been discussed in meeting with the PPG previously. The PPG are involved in setting out and approving the survey questionnaires that are distributed to patients on an annual basis and for reviewing the results of the survey once complete.

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

Patients and carers now have improved access to the practice and increased access to the GP's via the telephone system for results, telephone advice etc.

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

The practice would like to involve the PPG in the forthcoming year for some health improvement and promotion work, to have more engagement within the practice as a whole.

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