

PPG Enhanced Service 2014/15 Annex D (attachment)

I write to confirm I am the Practice Patient Lead for the PPG, my name is Mr Peter Duggan please find my signature below as sign off to the attached report for 2014/15.

Practice name: *Amersham Vale Practice*

Practice Code: *G85698*

Signed on behalf of the Practice: *[Signature]*

Date: *26/3/15*

Signed on behalf of the PPG: *Peter Duggan*

Date: *26-03-2015*

Dr Surinder Singh
BM, DRCOG, DGM, MSc, FRCGP

Dr Marie-Louise Irvine
MB ChB, MRCGP, DRCOG, MSc

Dr Magda Branker
MBBS, MRCGP, DRCOG, DME

Dr Sam Wessely
MBBS, BA, MRCGP, DTMH

Dr Sebastian Kalwij
MD MSc DFFP MA MRCGP

Dr Ibilate Allison
MRCGP, MBCbB

Dr Stella Adesoye
MBBS, MRCGP, DRCOG, DFRSH

Ms Helen Lefevre RGN
Practice Nurse, BSc Psycho

Ms Catherine Rose
Practice Nurse

Ms Charlotte Porthouse
Practice Nurse

Mrs Deana Stenning
Practice Manager, MA

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 by no later than 31 March 2015

Practice Name: **Amersham Vale Practice**

Practice Code: **G85698**

Signed on behalf of practice:



Date: **25th March 2015**

Signed on behalf of PPG:



Date: **26/03/15**

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**

Number of members of PPG: **61**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4090	4268
PRG	23	38

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	168	808	1639	1951	1294	849	361	288
PRG	0	3	18	12	10	2	10	6

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

London Region South London Area Team

Complete and return to: nhsch.lon-slh-pcc@nhs.net by no later than 31 March 2015

Practice Name: **Amersham Vale Practice**

Practice Code: **G85698**

Signed on behalf of practice: **Dee Stenning**



Date: **25th March 2015**

Signed on behalf of PPG: **Mr Peter Duggan (see attached sheet)**

Date: **26/03/2015**

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**

Number of members of PPG: **61**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4090	4268
PRG	23	38

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1168	808	1639	1951	1294	849	361	288
PRG	0	3	18	12	10	2	10	6

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

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4090	4268
PRG	23	38
	.56%	.89%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1168	808	1639	1951	1294	849	361	288
PRG	0	3	18	12	10	2	10	6
	0	.37%	1.09%	.61%	.77%	.23%	2.77%	2.08%

Detail the ethnic background of your practice population and PRG:

	White			Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	2627	81	0	156	101	58	2145
PRG	23	0	0	5	4	2	10

	Asian/Asian British				Black/African/Caribbean/Black British			Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	77	55	28	460	204	1259	398	165	1	130
PRG	1	0	1	1	0	7	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:

Our current PPG & vPPG is reasonably representative of our practice population. Our membership age range is between 35 & 74. We have a total of 61 Patients within our Patient Participation Group. We have a total of 8358 patients registered at the practice.

Amersham Vale Practice has a long history of patient involvement which has seen many changes over the years and we are continuously engaged in recruiting new members to the group. During our 2014/2015 campaign we have been handing out forms in the waiting room, we advertise through our

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

website, practice leaflet and newsletter and have a secure online sign up form; we have a message on our patient caller display system and waiting room patient information TV as well as having posters and leaflets around the surgery. We will be taking a direct approach during 2015/2016 by inviting existing members of the PPG to speak to patients in the waiting room whilst waiting to see their clinician and encouraging them to be part of the group. The direct approach will be particularly targeted at under-represented patient groups such as young people, disabled patients and a more diverse ethnic group.

However, whilst we acknowledge that it is unlikely that the Practice will have a reference group that is truly representative of all patients, we believe that we have very good links with all our patients by way of a comments & suggestion box in the waiting room which we actively advertise and invite comments and use the practice newsletter to publicise any new practice initiatives. We hope by doing this we are able to reach members of all ethnic communities, age groups, genders and social groups registered with the practice. Minutes of our quarterly meetings are posted on our practice website.

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:

2. Review of patient feedback

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

NHS choices, Comments & Suggestions Box, Friends & Family Test, Complaints and CQC Intelligence Reporting

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

How frequently were these reviewed with the PRG?
Quarterly

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

New Telephone System Installed

Based on patient feedback last year we had a new telephone system installed this year. However, after the installation we got more complaints, comments & suggestions about how difficult it was to get through to the practice. We discussed this with the PPG and knew we had to look at new ways to improve the new telephone system to ensure efficiency and effectiveness.

What actions were taken to address the priority?

It was decided that we would increase the admin team between the hours of 8:00am – 10:00am when the calls are at their highest from 2 receptionists to 3 Receptionist to ensure calls were answered in a timelier manner. This also ensured that any face to face patients visiting the surgery to book their appointments between this time had a dedicated receptionist to speak to whilst the 2 other receptionist were taking the calls. We also change the set-up of the system so that if the 3 lines into reception were busy the calls would divert to the back office to be answered by the admin time so that patients were not left kept on hold for longer than necessary.

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

Verbal feedback, FFT and comments and suggestions have suggested this has improved the patient experience when booking an appointment by telephone and relieved staff pressure at the front reception by reduced traffic in the waiting area as less patients will come into the practice if they are able to get through on the phone. The staff always aims to answer telephone calls within the national average of 8 rings. This was publicised in the practice newsletter and discussed with the PPG.

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

Priority area 2

Description of priority area:

Improve Patient/Practice Communication

In terms of recruiting to the PPG and increasing practice/patient communication it was felt that a member of the practice admin team should be recruited to lead on the PPG.

What actions were taken to address the priority?

We had a member of our admin team completing a NVQ business course and therefore, recruited her to take on the role for personal development as well as to increase the communication between the practice and our patients. Annia Nanievicz developed a spread sheet containing all the emails for the PPG group members including mobile numbers so that we could easily access contact details such as email addresses and mobile numbers for text messages where necessary as and when new information regarding the practice services were implemented. Any updated newsletter's and practice leaflets would also be easily distributed amongst the PPG members posting out to those members who did not use IT as a means of communication. This increased communication greatly within our PPG and the practice.

Ania also felt it was important to have a lead from within the PPG to assist her with admin and clerical duties and to implement any news ideas that were developed with the group. Therefore, a request was made to the PPG for a lead and Mr Peter Duggan was elected as the lead PPG member to assist Ania.

Ania and Peter meet regularly to ensure minutes of the previous meeting and agendas for upcoming meetings are circulated within good time allowing PPG member to inform the agenda.

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

We have increased our membership to the PPG/PPG and managed to obtain excellent speakers from around Lewisham and local community services to deliver information to the PPG which is also cascaded to the practice team as a whole by distribution of the minutes. This work has also encouraged another member of the PPG to offer his IT skills to develop a communication board and leaflet promoting free community services information for patients. Patients can pick this up in reception and/or have it emailed to them. There are also plans to improve communication further by having a PPG representative a couple of times a year engaging with patients in the waiting room with an aim to increase the recruitment of our younger population, disabled patients and hard to reach groups. This event is likely to happen around June &

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

Sept 2015. At the most recent PPG meeting there was a discussion around the idea of patients communicating with each other as follows:

NEED: mum needs someone to watch the baby while she has a shower

NEED: elderly person alone and bored in the house needs something to do but not too far from home.

COMMUNICATION RESULT: Mum has someone to watch the baby and elderly person has someone to talk to. Both of them are neighbours and registered with Amersham Vale.

The PPG members have been asked to feedback to us if they like the idea and how we could make it happen in 2015-16. We are also planning on developing a feedback slip that asks – As a patient at Amersham Vale Practice what else can we do to improve your patient experience with us, what would interest you in terms of health education and information, health provision and care –
Response line - “I am looking for.....”

Priority area 3

Description of priority area:

Advanced booking of appointments – Practice to release appointment access for up to 6 weeks ahead currently 4 weeks ahead.

The practice always had up to 4 weeks appointments released in advanced however; it was felt that this needed to be increased to 6 weeks to assist with enabling patients to be more efficient with their planning of routine appointments.

What actions were taken to address the priority?

We increased our advanced booking to up to 6 weeks in advance, added nursing slots to the GPs surgeries to assist with nursing duties such as childhood imms, travel vacs, & smear and also most importantly we added two slots per GP for pre-bookable appointments at the GPs request which meant a GP could book a patient into a future slot at a time that suited both patient and GP to maintain continuity of care.

We now offer the following:

Advanced up to 6 weeks appointments

48 hour appointments

Embargoed – available daily

Telephone Consultations

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

Nursing slots

Pre-bookable at the GPs request

Duty doctor session for emergencies, 3rd party queries, patient queries & repeat prescribing

Extended Hours Access

Wednesday – 6.30pm – 8.00pm

Thursday – 6.30pm – 8.00pm

Saturday – 9am – 11.00am

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

Fewer complaints about not being able to book an appointment in advance in a timely manner, fewer complaints about not being able to see the GP of choice, GPs able to maintain their skills in smears and childhood immms, continuity of care to the patient and carer. We updated the practice website and practice newsletter with the new information.

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

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):

At the patient group, there have been many things discussed regarding the service we provide and how we would improve it. We, as a practice have highlighted issues such as the following in the past with our group members:

- Telephone access/system (new installed telephone system increasing efficiency)
- Signage (New health centre and practice based signage throughout, improving patient experience moving around the building)
- Communication regarding new services (e.g. electronic prescribing pharmacy nomination, new BP clinic – Newsletter developed)
- Appointments, doctors & reception staff General Queries - e.g. understanding the appointment system, calling into the surgery via telephone etc. (increased Clinical Team, increased Admin Team at pressure points e.g. 8am-9.30am)
- EMIS Access (increased patient awareness of patient access facility available)

The practice is constantly updating the website and newsletter to ensure all our patients are informed of new services and changes to the practice. EMIS access is routinely offered to all newly registered patients including information displayed in the waiting area and the plan to communicate this facility even more widely in the waiting area in the next few months. We also advertise patient access on the front page of our website. Our Receptionists are regularly trained on customer care and have been tasked with ensuring patients' contact details are kept up to date by opportunistically requesting this information. We are constantly striving to ensure our patients are heard and act positively to feedback.

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

4. PPG Sign Off

Report signed off by PPG: Mr Peter Duggan (see attached sheet)

YES

Date of sign off: 26/03/2015

How has the practice engaged with the PPG:

We have appointed a practice lead from the admin team Ania Naniewicz to manage recruitment to the PPG, arranging meeting dates, agendas and minutes and specifically ensure good communication with the PPG members. We routinely ask for patients' email addresses and permission to use these for PPG information at point of registration. We have a page devoted to PPG on our practice website which includes meeting dates, minutes, survey reports and any action plans for the practice. We have posters displayed in the waiting room and email all patients our current newsletter as and when it is updated throughout the year. We are also thinking about using Mjog (texting facility) to inform patients of upcoming PPG meeting dates and to inform them when minutes from meetings are available to read.

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

Through the friends and family test, comments & suggestions box, comments left on NHS choices, complaints raised with the practice but also via our regular newsletter and website and recently we have had speakers from the local community attend our PPG meetings to raise awareness of local services e.g. Carers Lewisham, Albany, New Cross Pharmacy.

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

Yes, we actively encouraged Carers Lewisham to present at our PPG and are lucky enough to have a patient who works within this team at Lewisham Carers. We provide leaflets and information on our website signposting patients and carers to information and other services available to them.

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

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

Yes. Action plans were agreed at the PPG meeting on Thursday 10th March 2015. Further dates have been agreed with the PPG for reviewing progress.

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

This is work in progress, Carers Lewisham are arranging an event at the practice whereby a manned stall will be set up for patients to discuss any support and advice that is available to them with specialist advisors. We hope to have this event before the end of the 2nd quarter of the new financial year 2015-16.

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

We really appreciate the help and support provided to us by Carers Lewisham and to our PPG members for their continued support. Particularly to the PPG member who is now assisting the practice PPG lead in managing the meetings, agendas, minutes and regular speakers.

Complete and return to: nhscb.lon-sth-pcc@nhs.net by no later than 31 March 2015