London Region South London Area Team

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

Practice Name: **Grand Drive Surgery**

Practice Code: **H85101**

Signed on behalf of practice: **Barbara Young** Date: **26/03/15**

Signed on behalf of PPG: **Valerie Ray**  Date: **26/03/15**

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

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| Does the Practice have a PPG? **YES** | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) **Face to Face, email, phone** | |
| Number of members of PPG: 8 (4 more patients applied to join group) | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 51 | 49 | | PRG | 38 | 62 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 20 | 7 | 18 | 19 | 13 | 9 | 8 | 6 | | PRG |  |  | 12 | 25 | 13 | 12 | 38 |  | |
| 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 | 71 | 1 | 0 | 0.3 | 1 | 1 | 1.50 | 0 | | PRG | 63 | 12 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 6 | 3.5 | 1 | 2 | 7.6 | 2.1 | 1.5 | 0.5 | 0 | 0 | | PRG | 25 |  |  |  |  |  |  |  |  |  | | |
| 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 Practice Patient Participation Group (PPG) was formed in November 2011. In order to attract volunteers we put details on our website (including on-line application process), put up a poster in our Waiting Room, put details on our digital patient call system and sent a text message to 4000+ patients.**  **We had in excess of 60 patients interested in being part of the Group. They encompassed a wide cross section of ages, ethnic backgrounds, professionals, parents, singletons and retirees of both sexes. We sorted the applicants into categories and then blind-selected to ensure a good representation of our practice population. We also included a local Sheltered Housing/Care Home Manager so the views of this cohort of patients could be included.**  **Due to the large numbers who responded, we decided not to take on any new members in the first 3 years but retained a waiting list. We continued to promote the PPG on our media screens, in the practice brochure and on our website where we also post the meeting minutes.**  **Over the last year some members have either not responded to emails/meetings or have dropped out for personal reasons**  **GPs have spoken to patients to encourage them to get involved but although practice population is 75% White British, it’s proving difficult to recruit patients from other ethnic backgrounds. Our current membership includes a Sheltered Care home manager, an ex social worker and a carer. We will continue our efforts to recruit a wider age range and a more diverse ethnic mix of patients.** | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  **National GP Survey**  **NHS Choices**  **Comments & Suggestions from patients**  **Complaints**  **Friends & Family feedback (December 2014 onwards)** |
| How frequently were these reviewed with the PRG? **Annually** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  **Increase awareness and use of online patient services.** |
| What actions were taken to address the priority?   * **Advertise the patient online services more widely and promote the use of the on-line appointments & repeat prescription ordering facility** * **Change phone message to include online services reference** * **Consider advertising practice services in community facilites ie churches/libraries/ community centres** |
| Result of actions and impact on patients and carers (including how publicised):  **More patients registering to use online services including online prescription requests. This has initially created more work for the administrative/prescription staff but indications show this to be a positive step for patients and carers as it saves time & makes accessing appts & prescriptions services easier for all patients.** |

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| Priority area 2 |
| Description of priority area:  **Purchase new chairs for reception waiting room** |
| What actions were taken to address the priority?  **Currently reviewing options/styles/prices** |
| Result of actions and impact on patients and carers (including how publicised):  **This action is a direct response to comments made in several patient surveys and to reception staff, in particular from older patients who attend regularly. New chairs should make the waiting room experience more comfortable for all patients and carers.** |

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| Priority area 3 |
| Description of priority area:  **Increase GP access/appointments by extending opening hours to include evenings & Saturdays (dependant on the successful outcome of the bid – see below)** |
| What actions were taken to address the priority?  **Joint bid by Merton Practices to Prime Ministers Challenge Fund for additional funding to enable 2 hub practices to open extended hours including weekday evenings till 8pm and weekends. Clinicians will have access to patient records via the web-based clinical systems which will provide all patients in Merton additional access to GP and nurse appointments.** |
| Result of actions and impact on patients and carers (including how publicised):  **It is looking increasingly likely that, even in the absence of funding from the Prime Minister’s Challenge Fund, local practices in Merton will federate to provide extended hours and weekend GP & Nurse appointments. This should mean more choice of times for patients & carers (particularly useful for patients who work) and should be a positive step in improving number of available appointments and increasing access to primary health services. Details of additional hours will be publicised in the practice, on the website and via text messaging.** |

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):

**Additional days for Phlebotomy**

Limited capacity prevents the Surgery from offering additional phlebotomy clinics. GPs to emphasise choice of local drop-in phlebotomy clinics including daily service at Raynes Park Medical Centre. Leaflets to be displayed more prominently in Reception.

**Action/Progress:** Not able to offer additional phlebotomy in Practice due to lack of rooms. Patients signposted to other local centres.

**Guidance for patients on repeat prescription process**

GPs and/or Prescription Team to discuss repeat prescription process with patients when medication issued for first time.

**Action/Progress:** All prescription queries now forwarded to Prescription staff who offer advice to new patients & existing patients on a daily basis.

**Availability of appointments**

Continue to review appointment availability & new Duty GP telephone triage system at monthly meetings. Partners to review if more on the day/same week appointments should be available & more limited future appointments.

Improve awareness of emergency telephone triage service as alternative to A&E by updating website, patient electronic display in waiting room & additional posters. Raise awareness at staff meetings to ensure all staff offer service.

Provide late afternoon & evening Nurse appointments one day a week

**Action/Progress:** Telephone triage appts proving popular after slow start. Nurse appointments now available Thursday evening. Continuing to review availability of GP appts.

**Saturday Appointments**

Practices in Raynes Park CCG locality are planning to federate to provide better services & extended access ie evenings & weekend appointments to all patients in Raynes Park.

**Action/Progress:** Merton Practices have put in bid to Prime Ministers Challenge fund to enable increased access including weekends.

**Confidentiality at Reception**

Stress with Reception staff importance of maintaining confidentiality in Reception.

**Action/Progress:** Discussed at regular staff meetings. Part of Induction for new staff.

**PPG Membership**

Recruit new members for PPG by inviting those on waiting list to join group.

**Action/Progress:** 3 new members recruited. Currently following up a further 2 patients for greater ethnic mix. Another 2 expressed interest.

1. PPG Sign Off

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| Report signed off by PPG: **YES**  Date of sign off: **26.03.15** |
| How has the practice engaged with the PPG: **Meetings, Phone, & via email**  How has the practice made efforts to engage with seldom heard groups in the practice population?  **Direct approach from GPs to patients to explain about PPG and how it runs and to encourage patients to join.**  Has the practice received patient and carer feedback from a variety of sources?  **National GP Survey**  **NHS Choices**  **Comments & Suggestions from patients**  **Complaints**  **Friends & Family feedback (December 2014 onwards)**  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?  **Increased take-up of online services has enabled many more patients to book appointments & order prescriptions more easily. Feedback suggests patients are saving time by not having to phone or visit practice to book appointments or order prescriptions.**  **Improved comfort in waiting room should improve overall patient experience and shows practice are responsive to patient suggestions and feedback.**  **Increased availability of appointments should help improve patient healthcare.**  Do you have any other comments about the PPG or practice in relation to this area of work?  **As the new PPG members get involved with the group, we anticipate increased sharing of ideas and new suggestions to improve patient experience and care going forward.** |