**Patient Participation Enhanced Service**

**Reporting Template**

**2014/15**

Practice Name: Dr Sood’s Practice

Practice Code: E85018

Signed on behalf of practice:

Date: 27/3/2015

Signed on behalf of PPG:

Date:

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)  The practice engaged Face to Face with the registered patients and carers who visited the practice. The reception staff informed patients who visited the practice that a meeting is taking place, and encouraging registered patients and carers to get involved in decisions about the range, shape and quality of services provided by the practice. |
| Number of members of PPG: 7 |
|  |

Detail the gender mix of practice population and PPG:

|  |  |  |
| --- | --- | --- |
| % | Male | Female |
| Practice | 1124 | 1001 |
| PPG | 1 | 6 |

Detail of age mix of practice population and PPG:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
| Practice | 402 | 175 | 417 | 350 | 261 | 214 | 169 | 143 |
| PPG | 0 | 0 | 0 | 1 | 2 | 3 | 1 | 0 |

Detail the ethnic background of your practice population and PPG:

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | White | | | | Mixed/ multiple ethnic groups | | | |
|  | British | Irish | Gypsy or Irish traveller | Other white | White & black Caribbean | White & black African | White d& Asian | Other mixed |
| Practice | 217 | 15 | 0 | 445 | 15 | 6 | 10 | 1 |
| PPG | 2 | 0 | 0 | 0 | 0 | 0 | 5 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Asian/Asian British | | | | |
|  | Indian | Pakistani | Bangladeshi | Chinese | Other |
| Practice | 858 | 161 | 11 | 19 | 327 |
| PPG | 5 | 0 | 0 | 0 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Black/African/Caribbean/Black British | | | Other | |
|  | African | Caribbean | Other black | Arab | Any other |
| Practice | 50 | 29 | 22 | 1 | 0 |
| PPG | 0 | 0 | 0 | 0 | 0 |

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| 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 reception staff proactively approached all registered patients who visited the practice informing them that a meeting is being held, in order to get the views of a range of population from all different backgrounds. Also by advertising in the surgery by form of posters and using existing PPG members .** |
| Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? eg. 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:  **Review of Friends and Family Test questionnaires done within the practice, review of suggestions made to the practice by the patients** |
| How frequently were these reviewed with the PPG?  **Annually** |

1. Action plan priority areas and implementation

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| **Priority area 1** |
| Description of priority area:  Longer opening times of surgery |
| What actions were taken to address the priority?  **Surgery is open: Monday 8.30 to 7.30pm, Tuesday/Thursday/Friday 8.30to 6.30pm, Wednesday 8.30 to 1.30pm.**  **At present this is the maximum opening times available as resources are limited and funds are unavailable.** |
| Result of actions and impact on patients and carers (including how publicised):  **We do open on weekends on a rota basis un the GWR & Hounslow locality – this enables patients to see a GP in a surgery locally without having to wait 3-4 hours in A/E** |

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| **Priority area 2** |
| Description of priority area:  Online booking for appointments and requesting prescriptions |
| What actions were taken to address the priority?  **Making patients aware that appointments and prescriptions can be booked online**  **By issuing them with a password and login details.**  **Patients are now able to book their own appointment to see the doctor or nurse online.**  **They are also able to request a prescription via the online system.** |
| Result of actions and impact on patients and carers (including how publicised):  **Posters advertised in the surgery, and word of mouth that the practice is offering this new service.**  **This will enable freeing up some time spent on the telephone for patients who have to phone and book an appointment.** |

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| **Priority area 3** |
| Description of priority area:  Difficulty in appointment bookings to see a doctor |
| What actions were taken to address the priority?  **Mostly patients who wish to see a GP are given an appointment fairly soon, if not then messages are taken and the GP on duty has a telephone consultation with the patient.**  **Patients are made aware that minor conditions such as cough, runny nose and headaches can be dealt with by the local pharmacy rather than waiting to see and book with the GP**  **Emergency appointments are always offered to patients on the day.**  **Making patients aware that they can now book appointments and order repeat prescriptions online.** |
| Result of actions and impact on patients and carers (including how publicised):  **Helps patients to better understand the demand on GP appointments**  **Patients are reassured that a GP will attend to their request** |

**Progress on previous years**

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

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| **-There is a better and more accessible seating arrangement in the waiting area**  **-Shorter waiting time for patients to book with the GP and nurse**  **-Online appointments can be booked**  **-Electronic repeat prescriptions can be requested thus enabling patients to pick up scripts at their nominated chemist**  **Our FFT shows that the majority of patients would recommend the practice to others following their experience at the practice** |

1. PPG Sign Off

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| Report signed off by PPG: YES  Date of sign off: |
| **How has the practice engaged with the PPG:**  How has the practice made efforts to engage with seldom heard groups in the practice population?  Our practice actively encourages feedback from patients, careres and other visitors to the practice to provide feedback about our services offered so that the practice is able to positively be involved in development and improvement for the patients.  Feedback is enabled by the website, FFT and written and verbal suggestions to the practice.  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?  Do you have any other comments about the PPG or practice in relation to this area of work?  No |