

# 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](mailto:nhs.cb.lon-sth-pcc@nhs.net) by no later than 31 March 2015

Practice Name: Upper Norwood Group practice

Practice Code: H83005

Signed on behalf of practice: *S. Morjavia*

Date: 26/3/2015

Signed on behalf of PPG: *[Signature]*

Date: 26/3/2015

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) Posters in waiting area, Face to face when they come to make appointments, on our website and patient survey.																																					
Number of members of PPG :50																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>48%</td> <td>52%</td> </tr> <tr> <td>PRG</td> <td>44%</td> <td>56%</td> </tr> </tbody> </table>	%	Male	Female	Practice	48%	52%	PRG	44%	56%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>25%</td> <td>5%</td> <td>3%</td> <td>15%</td> <td>12%</td> <td>6%</td> <td>31%</td> <td>3%</td> </tr> <tr> <td>PRG</td> <td>-</td> <td>2%</td> <td>18%</td> <td>26%</td> <td>12%</td> <td>6%</td> <td>32%</td> <td>4%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	25%	5%	3%	15%	12%	6%	31%	3%	PRG	-	2%	18%	26%	12%	6%	32%	4%
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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	37%	1%	1%	17%	2%	3%	3%	3%
PRG	66%	2%		4%	6%			6%

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	4%	1%	1%	1%	2%	10%	10%	2%	1%	1%
PRG	2%			2%	2%	4%				6%

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:

We encourage all patients including those with chronic diseases and physical disabilities together with the younger sector and minor ethnicities to join. We have posters in the waiting areas and doctors and nurses encourage patients to join the group when patients come to see them. We have a suggestion box in the front reception and also posters throughout. We have a designated receptionist who contacts patients on a regular basis to invite them to join the group.

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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:

Patient appointments online  
Repeat prescription request online  
DNA appointments

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How frequently were these reviewed with the PRG? Twice

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>We discussed DNAs for all appointments (including doctors, nurses, phlebotomist). An audit was carried out to obtain the number of DNAs in any given month. We discussed how to reduce the number of DNAs.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Posters are put up on a monthly basis in the waiting area highlighting the amount of DNAs in any given month and patients are encouraged to ring and cancel appointments, rather than DNA. This will hopefully reduce the number of DNAs.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>There has been some improvement in the reduction of DNAs and we will continue to put posters up in the waiting area. This will be discussed at our next PPG meeting.</p>

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Priority area 2

Description of priority area:

Patient appointments online

What actions were taken to address the priority?

Discussed with PPG

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

Appointments will be available online from 1 April 2015 and posters are already up in the waiting area

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Priority area 3
Description of priority area: Repeat prescriptions online
What actions <u>were</u> taken to address the priority?  Discussed with PPG . A patient survey was carried out
Result of actions and impact on patients and carers (including how publicised):  Repeat prescriptions online will be available from 1 April 2015. Posters will be put up in the waiting area

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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):

We carried out a patient survey and the majority of the patients were happy with the services we provided.

Majority of those surveyed were interested in online appointments being made available and online repeat prescriptions being made available



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### 4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 26/3/15

How has the practice engaged with the PPG:

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

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

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

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?

\*Doctors/nurses and a dedicated receptionist has encouraged patients from seldom heard group to participate in the PPG.

\*We have a suggestion box in the waiting area for patients to use and patients verbally give feedback during consultations.

\*Priority areas were discussed with the PPG and an action plan carried out.

\*There has been some improvement in the amount of DNAs. Online appointments and online repeat prescriptions are set up and results will be made available after this takes effect.

\*We will continue to have PPG meetings.

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