

Patient Participation Enhanced Service 2014/15 Report

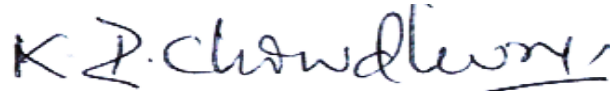
London Region South London Area Team

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

Practice Name: BELMONT HILL SURGERY

Practice Code: G8-5003:

Signed on behalf of practice:



Mr Khaled Chowdhury (Practice Manager)

Date: 23/03/2015

Signed on behalf of PPG:



Mr Christopher Towers (Chair)

Date: 23/03/2015

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, Other (please specify) All members of the patient participation group are invited to face to face meetings held at the practice with the lead GP, practice manager and reception manager. These were aimed to be held quarterly or at the very least every 6 months. Patients are contacted a month prior to the meetings and asked to reply with any points that they would like include in the agenda. We also have a virtual participation group where patients who wish to partake are included in a distribution list allowing them to contact the practice and one another by email. Those members of the group who do not regularly use email are contacted by telephone.
Number of members of PPG: 26

Patient Participation Enhanced Service 2014/15 Report

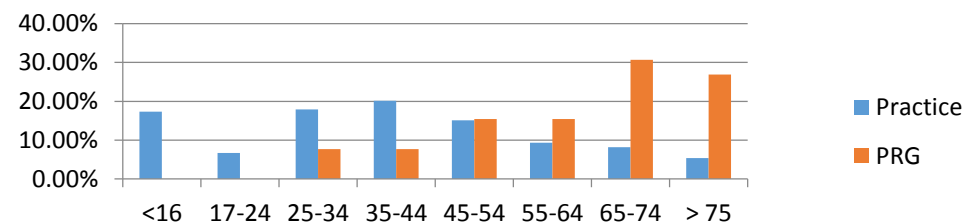
Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49.84%	50.16%
PRG	19.23%	80.76%



Detail of age mix of practice population and PPG:

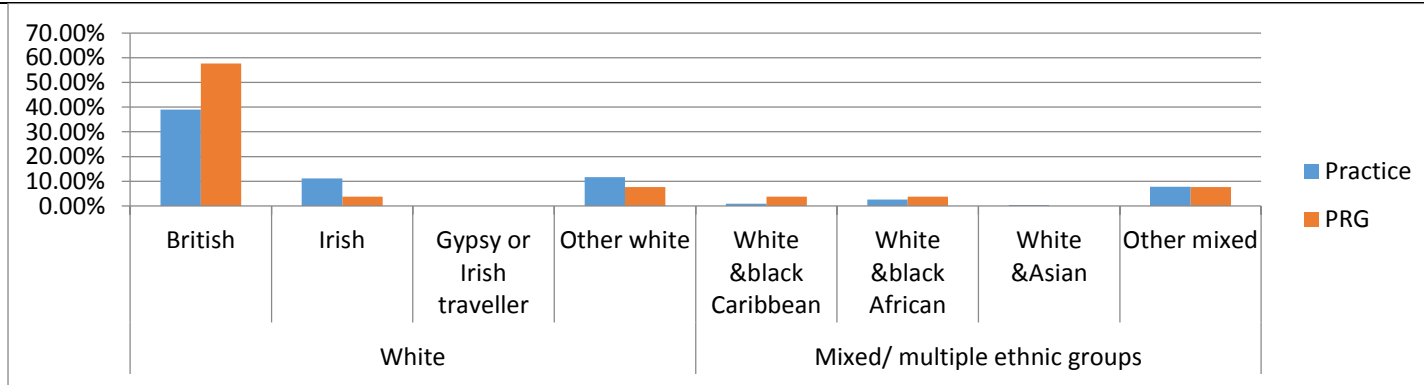
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	17.3%	6.7%	17.9%	20.1%	15.1%	9.3%	8.14%	5.36%
PRG	0%	0%	7.69%	7.69%	15.4%	15.4%	30.7%	26.9%



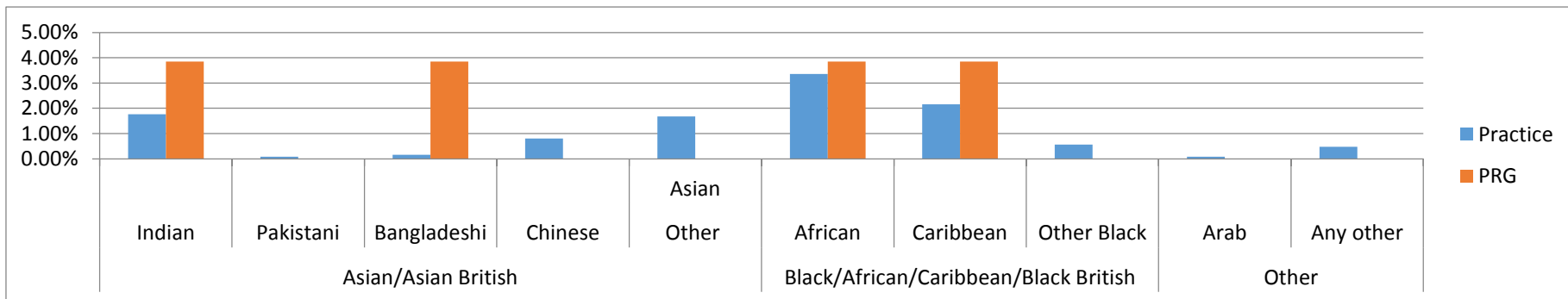
Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	38.96%	11.2%	0	11.68%	0.88%	2.65%	0.40%	7.76%
PRG	57.69%	3.84%	0	7.69%	3.84%	3.84%	0	7.69%

Patient Participation Enhanced Service 2014/15 Report



	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1.76%	0.08%	0.16%	0.80%	1.68%	3.36%	2.16%	0.56%	0.08%	0.48%
PRG	3.85%	0	3.85%	0	0	3.85%	3.85%	0	0	0



Patient Participation Enhanced Service 2014/15 Report

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 patient participation group was formed in 2011. Since then we constantly explore new steps to ensure that our PPG accurately represents the practice population. In order to spread awareness of the PPG and attract a more representative membership we have put details of the group on our website including an online application form. We also display information about the group on the screens in the waiting rooms and provide forms to join the group at reception.

We also have a regular recruitment drive with clinicians approaching patients when they attend the surgery and through word of mouth from existing members of the PPG. This allows clinicians and PPG members to focus on those patients who are less likely to respond to other forms of publicity and may belong to underrepresented groups such as those with mental health problems or disabilities.

Our new registration packs have a section inviting new patients to join the PPG when they register allowing us to opportunistically recruit patients from all areas of the community.

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:

Patient Participation Enhanced Service 2014/15 Report

2. Review of patient feedback

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

Patients were invited to raise any issues they had with the surgery via the PPG. Those unable to attend the face to face meetings were encouraged to use our virtual group to circulate ideas amongst the rest of the group and provide feedback to the practice. The face to face meetings and virtual group were then used to review the results from the sources below and develop an action plan.

Sources of feedback that were reviewed during the year include:

- **Previously agreed action plans from PPG meetings**
- **Friend and family test results**
- **GP national patient survey results**
- **Comments from NHS Choices**
- **CQC Intelligence Monitoring Report**
- **CQC Inspection Report**
- **Practice complaints**

How frequently were these reviewed with the PRG?

The practice aims to review feedback quarterly or at the very least 6-monthly at our PRG face to face meetings, the minutes of which are shared with the rest of the patient population via the practice website.

Patient Participation Enhanced Service 2014/15 Report

Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Appointments - Phlebotomy clinic and possible increase of nursing appointments - patients felt that there were not enough nursing appointments on offer. Patients also expressed a desire for blood test appointments at the surgery.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <ol style="list-style-type: none">a. Phlebotomy clinic – the practice has provided training for one of our reception staff to become a phlebotomist. We now provide a clinic every Tuesday morning which is regularly booked up two weeks in advance. The PRG expressed the opinion that they were very pleased with this new service. Some patients, having used it regularly, found it a vast improvement to having to attend other local clinics.b. HCA – Practice recruited a health care assistant and providing 3 clinics per week where she is able to offer a number of services including new patient health check, NHS health checks, smoking cessation, BP checks, diabetic foot checks and asthma and COPD reviews. Practice also provided her the training for administering influenza vaccinations with the close supervision of a doctor. This has relieved much of the pressure on the nurse’s clinics.c. The practice nurse has qualified as a nurse practitioner and is now able to see patients for a wider variety of appointments. She now runs a daily minor illness clinic and is able to prescribe a variety of medications for minor ailments as well as refer patients to a selection of services.d. Furthermore, there was discussion at previous meetings regarding the number of appointments available. In response to this the practice audited the appointment system and determined that we offer 3100 appointments per year more than the number recommended by the NHS guidelines for a practice with a similar list size.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The PRG expressed positive responses to the changes made and were happy to see that we were responding to their concerns.</p>

Patient Participation Enhanced Service 2014/15 Report

The new services provided were advertised via the practice website and waiting room displays and patients are now referred directly to our HCA and phlebotomist reducing the need for sending patients to community clinics.

Priority area 2

Description of priority area:

Improvements to Surgery building:

- **At the first PRG meeting the sign board at the front of the practice was discussed as being insufficient to attract new patients and not providing enough information.**
- **PPG members requested patients' toilet needed upgrading.**
- **Car park – it had been suggested that we delineated individual car parking spaces by painting white lines on the concrete.**

What actions were taken to address the priority?

- a. Practice has put a fixed metal notice board with all of the practice information clearly visible.**
- b. Downstairs patient toilets have had a full refurbishment.**
- c. Individual car parking spaces was discussed but was deemed impractical as it would potentially limit the number of cars able to park at one time. There was discussion raised regarding the disabled parking - It was discussed how we may introduce one without limiting the number of cars that can park at one time but no clear solution was reached. It was pointed out that the road next to the surgery is marked with a single yellow line and so blue badge holders are able to park there if necessary. Practice will investigate increasing parking facilities in future with the availability of NHS funds.**

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

We implemented the changes discussed and reviewed them with the PRG, they were satisfied with the changes made and it was agreed that the discussed changes to the car park were not practical at the present time. The changes to the premises are clearly available to those visiting the practice and information was circulated amongst the virtual group.

We advertised the changes that were made to the premises on the practice website so that those patients who do not regularly attend were able to see that we have responded to the PRG's views and made changes accordingly.

Patient Participation Enhanced Service 2014/15 Report

Priority area 3
<p>Description of priority area:</p> <p>Website / Online Services</p> <ol style="list-style-type: none">a) Online repeat prescriptionsb) Online appointmentsc) Updating website on a regular basis.
<p>What actions <u>were</u> taken to address the priority?</p> <ol style="list-style-type: none">1. Online repeat prescriptions – since the first meeting a number of issues with the online repeat prescription service have been resolved. Members of the group agreed that it is now working smoothly. Members also made suggestions to further improve this service – and the practice is working towards implementing these changes to provide a better service to the patients.2. Online appointments – As agreed in the previous meeting practice 15% of our appointments are currently bookable online, this was originally limited to 15% due to our large elderly population. One of the members of the PRG suggested that we need to provide more online appointments as it was agreed that more and more people are becoming computer/internet literate. The practice will look into increasing the number of online available appointments.3. Website - We have updated our website and it was explained that the new reception manager is in the process of systematically updating the information provided online. The reception manager and PPG Chair will liaise with one another to keep the website up to date and assess it for any changes that need to be made in future.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• By implementing and maintaining an efficient online service for ordering repeat prescriptions and booking appointments we are saving the patients time and energy as they are able to quickly access these services via a computer or mobile device.• It has also relieved some of the pressure on reception staff as it reduces the number of telephone calls and the amount of work necessary to process prescriptions.• This in turn means the telephone lines are less busy and so improves access to the GP for more urgent matters while providing patients with more options to access the routine services that they require.• All of our online services are advertised on the display screens in reception, on the practice website and information is included in the registration packs given out to new patients.

Patient Participation Enhanced Service 2014/15 Report

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):

- 1. Providing local rate numbers alongside with '0844' - One of the main areas discussed at previous PPG meetings was telephone access. We have since introduced a local rate number to work alongside the '0844' number after some patients expressed concerns that they were being charged extra to call their GP surgery. The '0844' number was introduced to ease the issues with getting through to the surgery at busy periods.**
- 2. Online appointments guide - Some patients expressed concern that they did not understand the appointment system and were not aware of various services that we provide such as extended hours and telephone consultations. We have since created an online guide to the appointment system which is available on our website and the receptionists have been encouraged to provide patients with more information about how to access their GP appropriately and when a telephone consultation may be a suitable alternative to a face to face consultation.**
- 3. Customer service skills training for reception staff - There was also discussion surrounding how the reception staff are trained in customer service. We have since provided all receptionists with training in customer service and are awaiting licences form the CCG for them to undertake further online courses.**

Patient Participation Enhanced Service 2014/15 Report

3. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 23/03/2015

How has the practice engaged with the PPG:

E-mails are sent out to all members inviting them to provide suggestions for items that need to be discussed, further updates are provided via e-mail to all members inviting them to the PPG meeting.

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

The practice would actively engage with these groups, but none have presently been identified.

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

Yes, they have received Patient-GP feedback, also the NHS Friends and Family test and feedback via NHS Choices.

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

Yes the PPG has been involved in all stages of priority areas and the action plan.

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

Following feedback, the % of online and advance appointments will be increased and other options are being looked into.

Patient Participation Enhanced Service 2014/15 Report

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

Having previously been a member of another PPG at my previous surgery I was very impressed to see a senior Partner - (Dr Holloway) participate in the PPG meeting. At the previous Surgery if any Dr was present it was just a junior member of staff.

Dr Holloway appears to be very active with the PPG and is well respected by the PPG members.

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