

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

London Region North Central & East Area Team

Complete and return to: england.lon-ne-claims@nhs.net no later than 31 March 2015

Practice Name: The North London Health Centre

Practice Code: F85642

Signed on behalf of practice: Iman Habib

Date: 16/03/2015

Signed on behalf of PPG: Ms Jean Brewer

Date: 16/03/2015

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) The practice engages with its PPG group through face to face meetings and by emails to the PPG virtual group. Also regular meetings with the PPG Chair takes place for follow up.
Number of members of PPG: 24

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3463	3961
PRG	10	14

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1597	592	1394	1333	1037	605	496	370
PRG			2	2	7	5	4	3

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								
PRG	17				2		1	4

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

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 encourages all its patients from different backgrounds and age to join its PPG group by advertising on both the surgery's website and in Reception. Posters were displayed in Reception. Leaflets were handed to patients and information about meetings times were displayed on the Jayex LED board. Information was also added to prescriptions and to the practice Newsletter. The surgery's PPG Chair was also encouraging patients to join through face to face conversation with different patients explaining the benefits of joining and answering queries from patients.

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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:

The surgery patient survey
Ipsos Mori survey
NHS Enfield CCG- GP outcome indicators
CQC intelligent scoring
Friends & Family test results
Any complaint raised by patients

How frequently were these reviewed with the PRG?

Twice a year

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Action plan priority areas and implementation

Priority area 1
<p><u>Description of priority area:</u></p> <p>Healthwatch, Educating patients about how to keep healthy during winter</p>
<p><u>What actions were taken to address the priority?</u></p> <ol style="list-style-type: none">1- It was agreed that during the Self Care week (17 – 23rd November) in the nearby Ruth Winston Centre (Centre for over 50+) there was an initiative for talks on relevant health topics from professionals. Dr Daitz took this opportunity to present a talk about important issues during winter.2- Developing a Newsletter containing information about how to keep healthy during winter and producing leaflets and posters to patients on 'Choose Well' if they need help.
<p><u>Result of actions and impact on patients and carers (including how publicised):</u></p> <p>November 11th: A Newsletter with top tips on 'Keeping Healthy this Winter' became available to patients. Leaflets and posters on 'Choose well' were displayed. Both leaflets and Newsletter were added to the surgery's website.</p> <p>November 20th: Dr Daitz presented a topic about how to keep healthy during winter with a Q & A session at the Ruth Winston Centre. This were very successful and proven popular by the patients</p>

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Priority area 2

Description of priority area: Telephone consultations

From the patient survey results, it was noted that patients who had a telephone consultation with a doctor or a nurse at the practice were satisfied and were happy to have their problem solved by telephone.

Therefore it was agreed that the practice should look into incorporating more telephone consultations into its appointment system. Currently, the duty doctor on the day is the only doctor who has telephone consultations as an added work.

What actions were taken to address the priority?

Increase overall telephone consultations by transferring one appointment slot to a telephone consultation in each session.

To review and audit the telephone consultation use and benefits every month for 6 months and adjust accordingly

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

March 2015: Advertise at the surgery and on the website that patients can have a telephone consultation with a doctor if they cannot attend the surgery.

April 2015: Add telephone consultation to sessions

May 2015 and monthly for 6 months: Review and audit

October 2015: Review audits and adjust accordingly

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Priority area 3

Description of priority area:

Changes to the surgery telephone system to introduce a multi-feature system.
Introducing smart messaging, a queuing system, number recognition, call back facility and one number for the surgery appears to patients.

What actions were taken to address the priority?

Investigate costs for a new telephone system
Meeting with suppliers
Agree on a suitable telephone system and options needed for the surgery
Start the process of transferring to a new system

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

January 2015: Different suppliers were identified
February 2015: Meeting with suppliers
March 2015: Agree on a new system, transfer process started
March 2015: Meeting with the engineer to finalise transfer
April 2015: Training on the new system and transfer takes place

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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):

- 1- The practice continues to grow with increasing both training and qualified doctors.
- 2- Access to patient services is being improved including user friendly IT systems for online prescription /appointment bookings and the new EPS service.
- 3- The practice continues to encourage patients to use the online website services and the EPS service to take advantage of the information and services available on it.
- 4- The practice is participating in the new improved access and integrated care service for the over 75 and patients with chronic conditions. Dr Daitz on a regular basis discusses patients who need more attention with the MDT through teleconference facility.
- 5- The PPG requested a practice Newsletter where patients can find advice on different health matters. The surgery had a Newsletter on November which had a topic about 'Staying healthy this winter' talking about Colds, Sore throat, Asthma....The Newsletter also talked about the PPG and how to join

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3. PPG Sign Off

Report signed off by PPG:

Yes

Date of sign off: 16th March 2015

How has the practice engaged with the PPG: The surgery communicated with its PPG by sending emails, letters to patients who do not have emails. The surgery meets with its PPG twice a year and meets with the PPG chair on a regular basis.

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

The practice tried to engage with different groups by emails and by advertising on its website.

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

The practice encourages feedback from its patients and carers by providing a box for feedback at Reception, by collecting feedback through FFT through text message using iPlato text messaging and by providing patient tracker at Reception where patients can answer some questions electronically and leave a feedback. Also by providing hard copies of paper cards to fill in. Also any patient who has a concern can request to speak or write to the Practice Manager who will deal with any concerns or queries.

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?

Patients and carers find it easier to request their repeat prescription without the need to make the journey to the practice or to the pharmacy.

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Booking appointment online also helped by reducing the telephone wait and enabled them to choose the time and the doctor they want to see.

The surgery appointment text reminder also helped patients to remember their appointments and if the appointment is no longer needed to cancel which reduced wasted appointments benefiting other patients

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

The surgery continues to work with its PPG not only during the bi-yearly meetings but also on a regular basis engaging with the Chair representative to find different ways to improve and develop new services.

The PPG also has representatives from the Care home which the surgery looks after its patients and from Solace women's Aid who has vulnerable patients and the surgery looks after most of their patients.

The PPG group initiative for the coming year is to look into ways to collaborate with other local PPGs to arrange a health related talks targeting different patient's age groups. Example of Health related topics is keeping cool during Summer.

They are also looking into ways on how to communicate different existing models to patients such as Choose Well, Patient Online services and Minor Aliment scheme.

The group will produce a PPG Newsletter which will include useful topics and information to the surgery and local patients.

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