

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: Globetown surgery

Practice Code: F84123

Signed on behalf of practice: Dr Alison Arnott

Date: 30.3.15

Signed on behalf of PPG: LD

Date: 30.3.15

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) Face to face, text, letter, Jayex board and leaflets in surgery
Number of members of PPG: 30

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	47	53
PRG	30	70

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	14	37	26	10	6	3	2	2
PRG	0	27	13.33	13.33	13.33	3.33	23	6.66

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	35	2	0	11	1	<1	<1	1
PRG	66	0	0	6.66	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2	1	18	8	2	3	1	2		2
PRG	0	0	6.66	3.33	0	6.66	3.33	3.33	3.33	0

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:

Patients were actively recruited at reception when attending for any reason and during any consultation with any of the clinical staff. We also have a notice on the Jayex board in our waiting room inviting people to attend and fliers are left about upcoming meetings in reception. Patients are also invited to sign up via our website. Those individuals expressing an interest in participating are then sent an official invitation to attend for meetings. The demographic of each of these individuals is established and compared to the different groups served by the practice. Any demographic not represented is then identified and staff members actively encouraged to engage people representative of them to participate.

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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?

YES

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

We have a student population of 5239 patients. All students are invited to register with the PPG when they attend for a new patient check or when they register online. Several students have signed up to the PPG via our website.

2. Review of patient feedback

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

We have reviewed the feedback from the GP Mori poll and the NHS choices website frequently and reviewed the latest GP Mori poll results at our meeting in November 2014. We had a CQC inspection on 25.11.14 but have not yet received a report. We had hoped to review this at our recent meeting in March 15 but it was not available for us to do so. We will do so as soon as the report becomes available.

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How frequently were these reviewed with the PRG?

The feedback is reviewed at each PPG meeting as new data is made available.

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: FUNDING</p> <p>To ensure adequate funding for Globetown surgery at a time when the removal of MPIG is threatening the survival of some GP surgeries in Tower Hamlets</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>We have participated in the local Save Our Surgeries campaign in Tower Hamlets. All practices in Tower Hamlets have shared data re funding to identify those practices in most difficulty. The campaign is ongoing.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>All our patients were informed via text messages, fliers and a banner outside the surgery about the campaign and several of the staff and patients from Globetown surgery took part in a march through Tower Hamlets on 5.7.14. This campaign in Tower Hamlets has been taken up by the media nationwide and has become very much part of the debate around funding in the NHS in the weeks and months leading up to the General Election in May 2015.</p>

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Priority area 2

Description of priority area: PREMISES

Globetown surgery is very much in need of new premises in order that we can expand and develop the services we offer.

What actions were taken to address the priority?

We have been in preliminary discussions regarding a proposed site for new GP premises at Suttons Wharf North.

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

We will continue with these negotiations re improved premises which will enable us to deliver a wider range of GP and other services. This was discussed at the PPG and widely welcomed by those present. The minutes of PPG meetings are uploaded on to our website.

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Priority area 3

Description of priority area: ACCESS

To ensure that we maintain good access to appointments with doctors, nurses, and HCAs in the practice.

What actions were taken to address the priority?

The practice actively reviews the provision of appointments at a weekly practice meeting and endeavours to ensure that there is good access to appointments on the day, within 48 hours, and for those patients wanting to book ahead with a named GP. We also offer daily telephone consultations. We have introduced online booking of appointments in recent months which has been positively received by our patients.

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

In the last GP Mori poll 56% of our patients found it easy to get through to the surgery by telephone. 31% with a preferred GP usually get to see or speak to that GP. This is an area we will be addressing. 53% of our patients are able to see their preferred GP some of the time. 74% of our patients were able to get an appointment to see or speak to someone the last time they tried. 84% said the last appointment they got was convenient. 73% were satisfied with the surgery's opening hours. 69% described their overall experience of this surgery as good. 62% would recommend the surgery to someone new in their 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):

Issues raised in previous years have included difficulties in accessing the surgery by telephone. A new telephone system was installed in 2014 with 5 telephone lines available.

Shortages of receptionists have been raised and we have recruited two new receptionists to join our reception team.

We have introduced online booking of appointments and online requests for prescriptions to take the pressure off the front desk so that receptionists can deal with enquiries there more efficiently.

Patients have previously complained about seeing locums rather than their regular GP. We now have 4 GP partners and 2 salaried GPs and a regular GP locum with us for 12 months and have been able to minimise the use of locums doing occasional sessions only, as a result.

At a CQC inspection on 13.12.13 it was noted that we did not have a hearing loop for the use of our hearing impaired patients. We now have a hearing loop available for use when needed.

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4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 30.3.15

How has the practice engaged with the PPG:

We have had two meetings over the course of the last twelve months on 20.11.14 and on 19.3.15. We plan to have these meetings quarterly in future. We also plan to set up a virtual patient participation group in the future to allow electronic communication.

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

As documented earlier we have a student population of 5239 patients. All students are invited to register with the PPG when they attend for a new patient check or when they register online. Several students have signed up to the PPG via our website. We hope that they will join our virtual patient participation group.

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

GP Mori Poll

NHS Choices

CQC report awaited following visit on 25.11.14

GPs have obtained individual patient feedback for revalidation

Feedback via FFT

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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?

We have continued to offer good 24 and 48 hour access. We will be addressing the need for patients to book ahead more easily with a named GP.

We have minimised the use of locums to ensure better continuity of care.

We have introduced online booking of appointments and ordering of prescriptions and patients can now access their medical summary online.

We have made progress in seeking new premises for our practice which is rapidly outgrowing its current premises.

We have been active participants in the local Save our Surgeries campaign in Tower Hamlets.

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

We plan to set up a virtual patient participation group in the future to engage our student population.

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