London Region South London Area Team

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

Practice Name: THE TRAFALGAR SURGERY

Practice Code: G85019

Signed on behalf of practice: (SEE SCANNED ATTACHMENT) Date: 28TH March 2015

Signed on behalf of PPG: (SEE SCANNED ATTACHMENT) Date: 30/03/15

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

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| Does the Practice have a PPG? YES | |
| Method(s) of engagement with PPG: Face to face, Email, Other (please specify) FACE TO FACE AND EMAIL | |
| Number of members of PPG 4 | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 52.8% | 47.2% | | PRG | 50% | 50% | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 19.95 | 14.11 | 16.66 | 19.37 | 14.24 | 7.78 | 162 | 107 | | PRG | 0 | 0 | 0.026 |  | 0.026 |  | 0.026 | 0 | |
| 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 | 4,27 | 0.21 |  |  | 0.54 | 0.40 | 0.08 |  | | PRG | 0.05 | 0.00 |  |  |  | 0.02 | 0 |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 0.19 | 0.38 | 0.51 | 0.54 |  | 18.64 | 2.96 | 2.96 | 0.02 | 5.14 | | PRG | 0 | 0 | 0 | 0 |  | 0.02 |  |  |  | 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:  The practice PPG is advertised on our Practice website, on our Jayex board and on posters in our waiting area. This enables patients of all ages, sex and gender to participate. Practice staff are encouraged to ask patients if they would like to take part and in particular to encourage patients of a specific ethnicity if we feel that group is under represented. | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  Patient Questionnaire (in-house).  Patient Complaints/Suggestions.  Friends and Family Test  Main feedback was regarding difficulty in getting through on telephone at 8am and appointment system. |
| How frequently were these reviewed with the PRG?  Quarterly |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  To build Practice website. |
| What actions were taken to address the priority?  Liaised with company over requirements and went live in March 15.  Checked via practice survey patient’s views on online booking. |
| Result of actions and impact on patients and carers (including how publicised):  Website now Live and advertised on Jayex board in waiting room, posters in waiting room and receptionists/Doctors informing patients directly. Actively encouraging patients to submit feedback request on FFT (link on practice website).  No Impact info available yet, although patients feedback to website is good. To be assessed quarterly. |

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| Priority area 2 |
| Description of priority area:  To set up online access for patients (repeat prescriptions, appointment booking and viewing records |
| What actions were taken to address the priority?  Liaised with EMIS and web site builders to ensure this was achieved. |
| Result of actions and impact on patients and carers (including how publicised):  Publicised on poster in waiting room, Jayex board and verbally by practice staff.  Went live in March 15. Patients are able to request log in and password at reception. Can access online access through practice website.  No information available on impact yet. Will review quarterly. |

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| Priority area 3 |
| Description of priority area:  To increase the size of our PPG. |
| What actions were taken to address the priority?  Actively targeted patients at consultations, advertised on posters in waiting room and on Jayex board in waiting room. |
| Result of actions and impact on patients and carers (including how publicised):  Advertised on posters in waiting room and on Jayex board in waiting room. Plus direct contact with GP, Reception staff.  Increased PPG from 3 members to 4. Good selection of age/sex/ethnicity distribution, so more patients represented.  To continue with effort to increase group. Would like at least 8 members by end of 15/16. |

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):

In previous years, although signed up to PPG DES and had quarterly meetings, we fell short on reporting did not set priorities. We did not submit evidence in 13/14 and so were not paid for DES in 13/14. We struggled to maintain an active PPG in that year also.

Therefore, whilst signed up to DES previously, we did not participate fully (other than meetings). We have improved greatly this year, have set priorities and will submit all evidence due.

1. PPG Sign Off

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| Report signed off by PPG:  YES (see scanned attachment)  Date of sign off: 30/03/15 |
| How has the practice engaged with the PPG:  **Practice Manager organises meetings, contacts by email and takes views on board.**  How has the practice made efforts to engage with seldom heard groups in the practice population?  **Advertising internally and now advertising on Practice website which can be accessed in different languages.**  Has the practice received patient and carer feedback from a variety of sources?  **Yes, from In house patient questionnaire and from FFT.**  Was the PPG involved in the agreement of priority areas and the resulting action plan?  **Yes – all areas of action plan agreed with PPG.**  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  **Very early days to assess fully. No action plan agreed last year so this year patients now able to give feedback in various formats. Very good can give anonymously on website. Feedback received re difficulty in getting through on the telephones at 8 am throughout the year Practice is getting new telephone system.**  Do you have any other comments about the PPG or practice in relation to this area of work?  !) The way the computer screen is situated in the treatment room means that the nurse or the HCA has to turn away from the patient during the consultation and it is difficult to hear what they are saying with their backs to you. This detracts from the patient/clinician relationship and consultation.  Suggestion – to relocate the computer screen to an area in the treatment room which will make the consultation more patient friendly.  --------------------------------------------------------------------------------------------------------------------------------------------------------------------------  2) Test Results – To review the system for notifying patients of test results. Currently, no communication if blood test is normal and a letter is sent if abnormal. It would possibly make more sense to send text re all results, such as:  regarding your recent test – the results are normal – no action required.  Regarding your recent test – please make a routine appointment to see the Dr.  All very urgent results would receive a telephone call.  Discussion with Practice Manager to possibly trial in April.  ------------------------------------------------------------------------------------------------------------------------------------------------------------------  3) To put up new poster in the surgery advertising the PPG to encourage new members. . Wording to be agreed. |

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