

Annex D: Standard Reporting Template

Hurley Group wide – Patient Participation Report

Practice Name: SMA Medical Centre

Practice Code: F86038

Signed on behalf of practice: Nick Christou

Date: 28th March 2018

SMA Medical Centre Patient Participation Report 2018

Practice Name: SMA Medical Centre

Practice Code:

Signed on behalf of practice: Nick Christou, Senior Operations Manager Date: 28th March 2018

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

Does the Practice have a PPG? YES
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Method(s) of engagement with PPG: Face to face, Email, Other (please specify) Face to face and occasionally email communication
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Number of members of PPG: **19**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	54%	46%
PRG	95%	5%

Detail of age mix of practice population and PPG:

	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice %	26	10	20	17	13	8	3	3
PRG	0	0	1	1	6	5	4	2

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	224	7	1	2529	69	83	12	84
PRG	1	0	0	0	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	426	4146	221	77	1334	88	38	981	36	12
PRG	2	13	0	0	0	1	0	0	0	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 came under a caretaking arrangement and has been managed by the Hurley Group since 15 January 2018. The Hurley Group hosted two PPG Engagement events on the 1st March 2018 (at different times of the day – to attract a wide range of patients to attend), in conjunction with colleagues from NHS England and the CCG.

We displayed posters, had flyers and leaflets in Receptions and Patient waiting room. We had copies of Contact Forms in the Reception Foyer, asking patients to include their email address if they wanted to be contacted and updated about the Patient Group. And be reminded of the meeting.

We acknowledge that the current makeup of the PPG is not representative of the practice population, we collated contact details of a varied group of patients at our engagement event – we will be contacting them with a view to them joining our PPG group.

We will be setting the timing of our meetings in the evening at 6:00pm we want to attract younger patients who may be working.

We have strategically placed patient recruitment leaflets, posters in the surgery.
Texting specific patients, calling specific patient groups.

We will be making contact with Waltham Forest Carers Association <http://walthamforestcarers.com/> with a view to attracting carers to register at the practice and to be active members of our PPG.

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 – Carers

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: **On the 13th March we sent text messages to all registered patients asking them to confirm whether they are a**

Carer. In the coming months We will be making contact with Waltham Forest Carers Association <http://walthamforestcarers.com/> with a view to attracting carers to register at the practice and to be active members of our PPG. We will also host a Carers Fair – inviting various community Groups including Waltham Forest Carers Assc, Age Uk, with a view to highlighting to patients the various support and advice is out there.

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year: We have used a variety of sources of feedback about the practice. These include the Friends and Family Test (Patients receive a text message 2 hours after their consultation with the GP and Nurse), comments and scores from our site on NHS Choices and the annual GP Patient survey. The GP survey is organised by Ipsos Mori and is entirely anonymous.

In the Friends and Family tests results we have numerical results as well as free text comments which we look at for key themes. The survey comments are given the same credence as the numerical results; we feel that patients who have made comments in the survey have actually thought about their experiences at the practice whether good or bad and been compelled to write about it.

How frequently were these reviewed with the PRG? Reviewed four times a year.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Reception staff are rude and dismissive on the telephone and face to face
What actions <u>were</u> taken to address the priority? We are in the process of organising bespoke Customer Service training for all Reception staff focusing on tone and technique and how Receptionists can difuse difficult situations. Furthermore customer service is a key factor of each Receptionists annual performance Appraisal.
Who does this – Nick Christou – Practice Manager, Jo Betterton - Assistant Director, Organisation Development Deadline – 30th June 2018

Priority area 2

Description of priority area: **Improving access to services, easier to make appointments and more continuity of care.**

Actions were taken to address the priority? **The practice and PPG will encourage greater use of on line services for making appointments, obtaining repeat prescriptions and getting advice. The practice is promoting the eConsult service. Plans to update the website to offer eConsult link for patients to check their own symptoms, advice and if necessary request an online consultation. Patients would be called back by a GP within 24hrs.**

Who does this : **Nick Christou – Practice Manager**

Deadline: **September 2018**

Priority area 3

Description of priority area: **Ensure the practice premises are CQC Infection control compliant**

What actions were taken to address the priority? **Organise an Infection Control audit establishing baselines and actions for improvement**

Who does this? **Nick Christou Practice Manager & Sharon Laing Practice Manager**

Deadline: **June 2018**

Progress on previous years

Is this the first year your practice has participated in this scheme?

YES

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Priority Area	What action has been taken?	Who is responsible for this?	What action still needs to be taken?	Deadline

4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: **28TH March 2018**

How has the practice engaged with the PPG:

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

Please see report and priorities above

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

Please see report and priorities above

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

Please see report and priorities above

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

Please see report and priorities above

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

No Comments