Annex D: Standard Reporting Template

London Region [South London] Area Team
2017/2018 Patient Participation Enhanced Service – Reporting Template

Practice Name: **NEW CROSS HEALTH CENTRE**

Practice Code: **G85076**

Signed on behalf of practice: **Mary Mosey**   Date: **30.03.18**

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

Does the Practice have a PPG? Yes
Method of engagement with PPG: Face to face meetings, emails and letters via post
Number of members of PPG:10

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	25%	1%	0%	23%	2%	2%	1%	7%
PRG	70%	10%	0%	0%	0%	0%	0%	10%

| | | Asian/Asian British | | | | Black/African/Caribbean/Black British | | | Other | |
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1%	1%	1%	4%	4%	7%	3%	1%	1%	16%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	10%

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:

In order to encourage attendance from patients of other ethnicities we have translated PPG meeting posters into languages reflective of the practice population; Mandarin and Polish. A quarter of our practice population is aged 17-24, we have therefore sent text invites to patients inviting them to PPG meetings as they don't often attend the practice to see the posters.

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- large student population

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

We attend Fresher's Week at Goldsmith's University in order to encourage students to register with our practice so that they have a surgery whilst they are away from home. We attend with practice leaflets, registration packs and information on the PPG. Each student that registers is given information on the PPG. Unfortunately, this has not resulted in any attending the PPG meetings. We will continue to do this next year and consider other ways of advertising to them.

2.   Review of patient feedback

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

PPG Survey
50 patient questionnaires quarterly
Email feedback
Complaints
NHS Choices comments
CQC Report
FFT

How frequently were these reviewed with the PRG?

11.04.17, 25.07.17, 19.09.17, 27.03.18

3.   Action plan priority areas and implementation

Priority area 1
Description of priority area: Telephone Access Patients expressed concerns regarding the length of wait times when calling into the surgery and think that a queuing system would be of benefit.
What actions were taken to address the priority?

Priority Area	*Actions*	*Who does this?*	*Deadline*
Telephone System	To Liaise with Lewisham CSU and Store Recall (telephone Queuing System)	Practice Manager	06.04.18 Completed

Result of actions and impact on patients and carers (including how publicised): Patients are now able to call the surgery and are able to make an informed decision as to whether they want to wait in the Queue or call the surgery back at a less busy time.

Priority area 2

Description of priority area:

Jayex Board

Patients discussed that having a Jayex board would help the surgery run more efficiently.

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Jayex Board	Await the GP Walk-In centre to close – Liaise with IT to transfer over the Jayex Board over to New Cross Health Centre	Practice Manager	06.04.18

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

This will result in the surgery running smoother and more efficiently. This will also allow the GP to spend any additional time with the patient.

Priority area 3

Description of priority area:

MJOG (Patient Messaging Service)

It was discussed that we should use MJOG to advertise on-line services i.e. e-Consultations, Electronic Prescribing, booking and cancelling of appointments, ordering prescriptions

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
MJOG	Monthly messages to be sent out to patients who have not yet registered with on-line services.	Reception Supervisor	Completed

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

This has improved access for the patients who want to book appointments and order repeat medications. This has also reduced the workload of the reception team which now allows them to focus with fewer distractions when dealing with face to face patients.

Progress on previous years

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
Appointment System	GPs to identify these patient	GPs	None	Completed
	GPs to add alerts to these patients records	GPs		
	Reception to book these patients double appointments with named GP Campaign board rectified and updated seasonally	Reception		
Recruiting a Reception Supervisor	Practice Manager to start recruitment process	Practice Manager	None	Completed
	Employ Reception Lead			
To recruit a Clinical Lead	Practice Manager to start recruitment process	Practice Manager	None	Completed
	Employ Clinical Lead			

1.	PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: 27.03.18

How has the practice engaged with the PPG:
Yes, we meet every 6-8 weeks

How has the practice made efforts to engage with seldom heard groups in the practice population?
Yes, Website, posters in other languages, texts and fresher's week at Goldsmiths University

Has the practice received patient and carer feedback from a variety of sources?
Yes Survey – Good CQC report – NHS Choices and Email

Was the PPG involved in the agreement of priority areas and the resulting action plan?
Yes, updated in meetings

How has the service offered to patients and carers improved as a result of the implementation of the action plan?
All access areas have been improved.

Do you have any other comments about the PPG or practice in relation to this area of work?
No