


Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
2016/2017 Patient Participation Enhanced Service – Reporting Template

Practice Name: DOCKLANDS MEDICAL CENTRE

Practice Code: F84656

Signed on behalf of practice:



Paul Marlow

Date: 21/02/17

Signed on behalf of PPG: Paul Marlow. Date: 22 FEB 2017

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, Email and Text Messaging, Posters at Reception, Messages on Jayex Board, Website
Number of members of PPG: 52 (entire over 18 population invited to feedback)

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	1036	7	3	1563	50	31	43	93
PRG	26	0	0	3	1	0	0	1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	265	62	610	400	329	34	39	98	27	
PRG	1	0	4	0	0	1	1	2	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:

For PPG meetings, invites are sent via text messaging service. Patients are invited to respond to the text with suggestions of areas of concern/improvement. Alternatively, they are advised to email us or speak to reception staff if they cannot attend. The messages are sent to every patient (over 18) on our register.

The information is also put up in reception and on our website alongside all previous meeting minutes/discussions.

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?

N/A

2. Review of patient feedback

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

Face to face meetings, messages left at reception, NHS choices comments, emails and areas of complaints

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Access has improved on previous set tasks. The access priorities have now changed as discussed in PPG meetings to encourage more self-help uptake via WebGP and patients encouraged to book appointments and order medications online at their own leisure where possible.

What actions were taken to address the priority?

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
Access Online Access Uptake WebGP (eConsult)	To increase uptake of online access to book appointments, order repeats, view medical records. Encourage use of eConsults	Practice Staff	01/09/2017

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

Patients will be able to book routine appointments at their leisure, order repeats and view records online. Currently, this is promoted to newly registering patients through our registration packs. However, the focus will now be to target those already registered. This will be via texts and our website predominantly.
eConsult is another aspect we would like to focus on as patients can obtain self-help guidance via this route, refer to a pharmacist or complete an online consultation for the GP. The online consultation builds a descriptive picture of the issue which can possibly be resolved via medication and not actually seeing the doctor. This will protect our appointments for issues that cannot be 'self-helped'.

Priority area 2

Description of priority area:

Advance on previous years' target, increasing focus on reducing DNAs further by other means.

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Did Not Attend (DNA)	To better our progress on tackling DNA's by focusing on other aspects to educate the importance of appointments.	Reception Team	01/07/2017

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

So far, we have substantially reduced our 45 minute appointment and 30 minute (travel) appointments with the nurses. The target is now to spread this further in an attempt to save even more nursing time (and GP where possible). The resulting impact will be sooner appointment for patients and prevention of appointments that can be offered, being wasted.
The method of engagement will continue to be by phone and possibly increasing the number of reminder texts in a bid to encourage earlier cancellations where possible.

Priority area 3

Description of priority area:

Increase awareness of the help available to patients with specific clinical concerns such as obesity, alcohol support groups etc.

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Promotion of Healthy Lifestyle/Activities/Events	To specifically target certain area's to provide support in. E.g. obesity and/or alcohol related problems.	Practice Team	ongoing

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

In 2016/17, we focused generically to cater for all patients interested in healthy lifestyle classes. The Health Trainers timetable which is one of the main services in Tower Hamlets was promoted to patients in practice and online via our main homepage.

We have been asked by PPG members to narrow this down and focus on specific areas' such as pre-diabetics, obesity and alcohol related issues and encourage support on these fronts.

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
<p>1. Wait Times</p>	<p>Telephone wait times reduced by answering (and asking to hold) even when busy. Clinic wait times updated on whiteboard and patient's well informed</p>	<p>Reception Team</p>	<p>Encourage patients to book appointments/order repeats online to reduce incoming calls for these. Improve clinic wait times</p>	<p>Ongoing</p>
<p>2. DNA</p>	<p>Nurse appointment focus. 45 minute appointments called and reminded, travel bookings advised to cancel 24 hours in advance and no-show will result in no travel bookings for 6 months</p>	<p>Reception Team</p>	<p>Improve on this baseline and focus on 30 minute bookings where possible.</p>	<p>Ongoing</p>

4. PPG Sign Off

Report signed off by PPG: *Paul Marlow.*

Date of sign off: *22 FEB 2017*

How has the practice engaged with the PPG: via text, posters and website.

How has the practice made efforts to engage with seldom heard groups in the practice population? Text messages have been sent to entire over 18 population, inviting them to feedback via email if unable to attend PPG meetings.

Has the practice received patient and carer feedback from a variety of sources? Via email, handwritten comments, NHS choices, and complaints

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes in meeting dated 02/02/2017

How has the service offered to patients and carers improved as a result of the implementation of the action plan? *2 PM*

Do you have any other comments about the PPG or practice in relation to this area of work? Our PPG will continue to engage with the practice and assist with practice development.