

# Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team  
 2015/16 Patient Participation Enhanced Service – Reporting Template

Practice Name: DOCKLANDS MEDICAL CENTRE

Practice Code: F84656

Signed on behalf of practice: NAJEEB RAZZAQ (Practice Manager)



Date: 16/03/2016

Signed on behalf of PPG:



Date: 16-3-2016

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

Does the Practice have a PPG? YES / NO																																					
Method of engagement with PPG: Face to face, Email, Other (please specify)      Face to Face, Email and Text Messaging																																					
Number of members of PPG: 52																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th></th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">3898</td> <td style="text-align: center;">3800</td> </tr> <tr> <td>PPG (52)</td> <td style="text-align: center;">22</td> <td style="text-align: center;">30</td> </tr> </tbody> </table>		Male	Female	Practice	3898	3800	PPG (52)	22	30	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th></th> <th>&lt;16</th> <th>17-24</th> <th>25-34</th> <th>35-44</th> <th>45-54</th> <th>55-64</th> <th>65-74</th> <th>&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;">1145</td> <td style="text-align: center;">813</td> <td style="text-align: center;">2721</td> <td style="text-align: center;">1489</td> <td style="text-align: center;">664</td> <td style="text-align: center;">478</td> <td style="text-align: center;">251</td> <td style="text-align: center;">137</td> </tr> <tr> <td>PPG (52)</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">3</td> <td style="text-align: center;">12</td> <td style="text-align: center;">8</td> <td style="text-align: center;">9</td> <td style="text-align: center;">14</td> <td style="text-align: center;">6</td> </tr> </tbody> </table>		<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1145	813	2721	1489	664	478	251	137	PPG (52)	0	0	3	12	8	9	14	6
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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	1011	8	4	1451	54	27	43	87
PRG	24	0	0	2	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	251	55	584	396	340	31	37	91	31	87
PRG	1	0	4	0	0	1	1	2	0	1

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 mail out and text messaging service. Patients are invited to respond to texts 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.

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/NO

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

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, Friends and Family Tests

How frequently were these reviewed with the PRG? Quarterly 22/07/2015, 15/10/2014, 14/01/2016, 10/03/2016

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Access – Notification of wait times</p>
<p>What actions were taken to address the priority?</p> <p>To update wait times on a whiteboard at set intervals for patients to see especially if using self-check-in service.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>N/A – New Suggestion</p> <p>This process will keep patients informed and reduce queries at reception. Many patients expect to be seen within a certain time-frame (no more than 10-20 minutes) after their appointment time and it will be courteous for them to be in the know of any delays.</p>

Priority area 2

Description of priority area:

Quarterly Practice Newsletter

What actions were taken to address the priority?

The practice is due to produce quarterly newsletter to keep all patients informed of any activities and changes taking place. This will enable the patients to be more involved in improving the service we offer and recognise any changes that may have an impact on the use of the service.

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

N/A – To be started.

Will be published on our website and available in the practice for patients to see and be kept informed and involved with practice changes.

### Priority area 3

#### Description of priority area:

Identify new ways of keeping patients informed of common illnesses spreading around i.e. coughs, colds etc. to reduce demand on appointments

#### What actions were taken to address the priority?

The clinicians are looking into setting up a community engagement event whereby they may visit schools to update parents on current health related issues. Also, the practice is to attempt tackle common minor ailments by educating patients pro-actively via posters and website homepage updates to reduce appointment uptake for self-remedy illnesses.

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

The idea will be to advise patients on how to self-manage common minor ailment symptoms. The positive outcome of this will be reduced strain on clinical appointments if patients are in the know of the duration of illness and how to tackle the problem especially if it can be treated with over-the-counter medication from the pharmacy.

## 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):

Previously there had been access issues related to dialling into the practice. PPG members have agreed that it has significantly improved (which was identified to be down to faulty telephone equipment). Although access can still be challenging at times (especially Mondays) the practice is actively encouraging patients to register for online access to book appointments including information in new registration packs and LED boards.

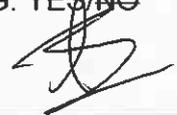
Waiting times have been an ongoing issue and continues to be one of our priority areas of improvement. It had been identified there was little communication about wait times for appointments; however, this is being tackled if checking-in for an appointment via a receptionist who will inform patients of any delays. On the other hand, patients checking-in using the automated system are not informed due to the software not being able to be set to provide such information. Therefore, the practice is to pilot the 'whiteboard' system to inform patients of delays.

Promoting healthy lifestyle activities has been a 'to-do' at the forefront of most of our PPG meetings. The practice, taking suggestions into account, are trying new ways of making patients aware of the services available to them. One of these suggestions was to inform patients via our website which we have put information relating to where the 'timetable' can be found on our homepage. A new community engagement officer has very recently joined our network team and will be working closely with the Health Trainers team in promoting activities.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

 16/03/16

How has the practice engaged with the PPG:

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

The practice has sent out text message invites to PPG meetings and inviting feedback via email if unable to attend. The information is also scattered across the practice inviting people to share ideas for improvements.

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

The practice has shared feedback received via email, NHS Choices and handwritten comments with members of the PPG. Feedback received from PPG members at meetings is acted on and feedback provided of progress made.

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

\* Discussed at last 2 PPG meetings and agreed.

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

N/A - New ideas

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

\* ~~Having~~ Discuss at next PPG on getting interest of younger patients at the practice involved.