

Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
2017/2018 Patient Participation Enhanced Service – Reporting Template

Practice Name: DOCKLANDS MEDICAL CENTRE

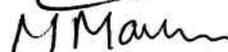
Practice Code: F84656

Signed on behalf of practice:



Date: 19/3/18.

Signed on behalf of PPG:



Date: 19 March 2018

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, poster at reception, message on Jayex board and our website.

Number of members of PPG: 52

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	1140	10	4	1860	50	29	54	112
PRG	27	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	292	62	633	450	339	38	38	104	29	
PRG	1	0	4	0	0	1	1	2	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 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. Evaluating the level of input from these methods, we have also attempted to obtain

The information is also put up in reception and on our website.

PPG members have asked as a future objective to personally invite patients by calling them to increase PPG attendance.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? No
e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?

2. Review of patient feedback

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

Face to face meetings, NHS Choices, emails, complaints, patient surveys

3. Action plan priority areas and implementation

Priority area 1			
Description of priority area:			
Continue progression of promoting and increasing uptake via all channels available and feasible to the practice.			
What actions were taken to address the priority?			
Priority Area	Actions	Who does this?	Deadline
Access Online Access Uptake WebGP (eConsult)	To increase uptake of online access to book appointments, order repeats, and view medical records online. Encourage use of eConsults	Practice Team	Ongoing – reviewed quarterly at PPG meetings
Result of actions and impact on patients and carers (including how publicised):			
PPG members agreed to continue focus on aspect of increasing uptake. PPG meetings throughout the year reflect progress. The practice has changed its approach over the course of the year, to address any ineffective areas of promotion. These include increasing promotion inside clinical rooms.			

Priority area 2

Description of priority area:

PPG members agreed to continue methods of engagement with patients who continue to not attend appointments without cancelling.

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Did Not Attends (DNA)	Continue to tackle DNA's.	Reception Manager / Reception Team	Ongoing – feedback to PPG quarterly

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

The practice has been working continuously to reduce DNA levels. Over the course of the year, patients have been contacted by the reception manager on the phone to discuss DNAs. Patients that do not respond are sent letters inviting them to call and discuss any issues that may be present and offer support if needed.

Nurse appointments of 45 minutes in length have substantially shown signs of improvement with very little DNA as the reception team contact patients the prior working day to confirm attendance.

Priority area 3

Description of priority area:

Increase awareness of the help available to patients.

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Promotion of Healthy Lifestyle/Activities/Events	Direct patients to appropriate community available care.	Practice Team in collaboration with the Healthy Island Partnership	Ongoing

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

New service promotion – social prescribing. Uptake is increasing. Promotion via posters/banners, at reception and in clinical consultations as appropriate.

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
Access	Increase of online access uptake. A lot of patients also now on EPS which supports the cycle.	Clinical/Non-clinical teams	Reach NHS England set target. Establish new methods of increasing uptake	Ongoing
DNA (Did Not Attend)	DNA rate can vary depending on month. However, generally, the message of how important is to cancel unwanted appointments is being communicated effectively with patients.	Management team. (clinicians where appropriate)	To continue to monitor and reduce number of DNA appointments. Contact patient's accordingly and ensure support is available to anyone that needs it.	Ongoing

4. PPG Sign Off

Report signed off by PPG: *M Marw*

Date of sign off: *19/3/2018*

How has the practice engaged with the PPG: via text, posters and website (letters on one occasion to a select population)

How has the practice made efforts to engage with seldom heard groups in the practice population? Text invites sent to all over 18 populations, inviting them to feedback via email if unable to attend PPG meetings. We also tried getting patients to complete a short online survey to have their input on PPG meeting structure/days/times etc.

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

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes, in meeting dated 01/03/2018

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

Reduction in DNA's (educating patients), improved process and seamlessness of ordering repeat medications and booking appointments online.

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.