

## 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:** *Hurley Group Practice at Lister*

**Practice Code:** *G85715*

**Signed on behalf of practice:**

**Date:** *27/03/2018*

A handwritten signature in black ink, appearing to be 'D. Hill', written over a light blue rectangular background.

**Signed on behalf of PPG:** *Emis No: 11181*

**Date:** *27/03/2018*

A handwritten signature in black ink, appearing to be 'L. ...', written in a cursive style.

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

Does the Practice have a PPG? <b>Yes</b>										
Method of engagement with PPG: <b>Face to face, telephone and text messages via MJOG.</b>										
Number of members of PPG: <b>12 patients</b>										
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	912	23	0	1069	100	76	52	357		
PRG	2	0	0	1	3	0	2	0		
	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	33	54	54	234	436	1313	428	335	10	975
PRG	0	0	0	0	0	4	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 offers a welcome pack which includes the PPG leaflet for all newly registered patients. There is a notice board dedicated to the PPG in the reception area. We send text messages and well as letters inviting patients to PPG meetings in order to try and capture the younger population and those whose first language isn't English. We plan face to face meetings at different times of day throughout the year in order to appeal to the wider population.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? Yes

e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?

Increasing Spanish and Vietnamese population

## 2. Review of patient feedback

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

- Friend and Family Tests
- PPG meetings
- Comments and suggestion slips
- 50 patient quarterly surveys

### 3. Action plan priority areas and implementation

Priority area 1			
Description of priority area: Urgent Nurse appointments and home visits			
What actions were taken to address the priority?			
Priority Area	Actions	Who does this?	Deadline
Urgent Nurse appointments for dressings, suture removals etc	Every session includes an urgent on the day slot for reception or GPs to use	Reception Supervisor	Completed
Home Visits- increased demand	Home visit slots have been introduced every day and are booked in via the triaging clinician	Reception Supervisor	Completed
<b>Result of actions and impact on patients and carers (including how publicised):</b>			

Reception inform patients verbally of the urgent Nursing appointments and extra home visiting slots. Patient feedback has been positive and carers have especially welcomed the new home visiting system.

Description of priority area: Increase the use of Online services (*e-Consult and EPS*)

What actions were taken to address the priority?

<b>Priority Area</b>	<b>Actions</b>	<b>Who does this?</b>	<b>Deadline</b>
Online Services			
a) E-Consult	<ul style="list-style-type: none"> <li>Practice offers e-Consultations for more than 100 minor ailments and conditions, available via the practice website.</li> </ul>	Reception Supervisor	On-going
b) EPS (Online repeat prescriptions)	<ul style="list-style-type: none"> <li>Practice has increased the number of smart card users to allow for more prescriptions to go via EPS. Posters in waiting area and information on the website in order to encourage it's use.</li> </ul>	Reception Supervisor	On-going
c) Online patient access	<ul style="list-style-type: none"> <li>Practice to trial the use of Evergreen as eConsult is integrated into this access system</li> </ul>	Practice Operations Manager	September 2018

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

- Patients are happy with the appointment options available; positive feedback
- EPS is helping the elderly/Care home patients and carers as the pharmacy manage their medication, also working patients have benefited a lot as they no longer come to collect their prescription from the surgery.

### Priority area 3

**Description of priority area:** Dedicated clinics (Spanish and Vietnamese language clinic)

They surgery open special clinic with 2 hours Spanish and Vietnamese session every other week as there were an increasing number of Spanish and Vietnamese patients in the surgery.

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

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
Spanish and Vietnamese Clinics with interpreters	The practice holds two weekly (Tuesday and Wednesday) clinics where a GP works alongside an interpreter	Reception Supervisor request the interpreters and create the sessions for GPs.	<i>Completed</i>

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

Previously patients had to book frequent double appointments for interpreting services, this how drastically improved which has in turn had a positive effect on access.



**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):**

<b>Priority Area</b>	<b>What action has been taken?</b>	<b>Who is responsible for this?</b>	<b>What action still needs to be taken?</b>	<b>Deadline</b>
1. Phlebotomy Clinic	The surgery began a two hour Phlebotomy Clinic every week.	Reception Supervisor and Practice Nurse	Continue service	On-going

#### 4. PPG Sign Off

**Report signed off by PPG:** YES (*Emis No: 11181*)

**Date of sign off:** 27.03.2018

**How has the practice engaged with the PPG:**

- Quarterly meeting with PPG members.
- PPG members willingly share different responsibilities with practice staff in order to improve health solutions and mental wellbeing of the community.
- Throughout the year we have organised different events and activities such as coffee mornings, that involving various age groups

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

- Sending text messages through MJOG
- Invite them by making telephone calls as well as letters

