

STANDARD REPORTING TEMPLATE  
NHS ENGLAND (WESSEX)  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Forest Gate Surgery

Practice Code: J82112

Signed on behalf of practice: Duncan Forde – Practice Manager

Signed in behalf of PPG: Daphne Slawson – PPG Secretary

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, Other (please specify) Face to Face and Email
Number of Members of PPG 427

Detail the gender mix of practice population and PPG:

	Male	Female
Practice	50.1%	49.8%
PRG	49%	51%

Detail of age mix of practice population and PPG

%	< 16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	18%	9%	12%	13%	16%	13%	10%	8%
PRG	2%	13%	26%	15%	13%	15%	11%	3%

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	94%	0.13%			0.05%	0.3%	0.1%	1.88%
PRG	95%	0.5%				0.5	0.5%	1.7%

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.3%	0.1%	0.05%	0.16%			0.05%			
PRG	0.4%		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 members of the practice population.

General recruitment has continued throughout the year with representatives from our PPG coming into the surgery on a regular basis to assist patients as required and promote the PPG. There is a fairly even mix between male and females in our PRG. Our new patient questionnaire offers patients registering with us to sign to becoming a member of the PRG. We continue to advertise the PPG on our practice website and from time to time we add a message to our call board in the surgery. Information has also been within our newsletters. Consideration and discussion has been held within the practice by the staff to implement best ways to attract minority groups.

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?

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:

Complaints were reviewed as were suggestions and comments made.

NHS Choices feedback has been discussed at numerous staff meetings

The new Friends and Family Test has been a valuable source of information and comments to feed back to both clinical and non clinical staff

We have also received some electronic feedback and comments via our surgery website

Regular meetings with our reception team to discuss comments and any comments/actions that followed

How frequently were these reviewed? Fortnightly at Partners' meetings and monthly at staff training sessions.

### 3. Action plan priority areas and implementation

#### Priority Area 1

Description of Priority area: Staff training – managing confrontation.

What actions were taken to address the priority? External NHS training team brought in-house to teach staff how to manage confrontational patients better.

Result of actions and impact on patients and carers (including how published)? Much greater confidence in our staff to manage and help those patients who are angry, frustrated and stressed, to get to a successful outcome.

#### Priority Area 2

Description of Priority area: Layout of waiting room area and electronic display patient information – concerns raised directly by the PPG

What actions were taken to address the priority? Plans now in hand to bring in new furniture to aid those patients with mobility problems and to replace existing electronic display unit to provide much more comprehensive information to patients about such issues as appointment delays and room allocation of clinicians.

Result of actions and impact on patients and carers (including how published)? Much more appropriate and comfortable seating for patients. Far greater range of information to help improve patient experience with us.

#### Priority Area 3

Description of Priority area:

What actions were taken to address the priority?

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

Summary of Action Plan from 2013/14

*Notification of Doctor/Nurse Running late-* Issue with was our previous clinical system. Improved communication with reception team and patients implemented. Audit of clinicians running late and results feed back to individuals. Re-audit showed improved waiting times.

*Improve knowledge for patients to use on line service.* We now receive fewer patients requesting assistance with using the on line service. Our clinical supplier is due to implement a dedicated help line number to assist patients with this.

*Telephone manner of reception staff –* In house training has recently been completed for reception staff to assist with dealing with sensitive and difficult situations that they may come across throughout the working day.

*Test results notifying patients of their results–* we have now implemented SMS text messaging of results as requested. At the last check we hve sent in excess of 7000 SMS text messages, both for appointment reminders and test results.

*Waiting room layout not ideal –* due to the change of Practice Manager in Autumn 2014 this is still under review

*Other – types of appointments managed by the nursing team.* Services and clinics are shown on our web site.

#### 4. PPG Sign Off

Report signed off by PPG:
Date of sign off:
How has the Practice engaged with the PPG: See section1.  <i>How has the practice made efforts to engage with seldom heard groups in the practice population?</i> Discussion has been held by staff at the surgery to look at how we could better engage with patients with Learning Difficulties. Patients over the age of 75 years have now all been contacted, (in the majority of cases by letter) to advise them who their named GP is. In addition to being a national requirement that practices do this, it is hoped that it will bring closer those patients who are in this age range but do not visit the practice very often. Patients who have specific types of care plans recorded in their notes are, sometimes, a group that does not attend the surgery on a regular basis. This group has been identified and those who have not been seen within a specific time period have all now been contacted via the telephone. This was very well received by patients.  <i>Has the practice received patient and carer feedback from a variety of sources?</i> Yes – we have feedback from the newly implemented Friends and Family test, comments and suggestion are sent in via our website. Our carers register has grown considerably this year. Feedback also comes in from patients in person  Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes – as detailed above.  How has the service offered to patients and carer improved as a result of the implementation of the action plan? Much improved facilities and information provision. Staff far better equipped to help patients reach a successful outcome for their visit to us.  Action plan for 2013/14 and outcome of actions taken – as listed above. Do you have any other comments about the PPG or practice in relation to this area of work?