**Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template**

London Region South London Area Team

Complete and return to: [nhscb.lon-sth-pcc@nhs.net](mailto:nhscb.lon-sth-pcc@nhs.net) by no later than 31st March 2015

Practice Name: Welling Medical Practice

Practice Code: G83025

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| Signed on behalf of the Practice:  Signed on behalf of the PPG: | Practice Manager and PPG Member's signatures |

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

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| Does the Practice have a PPG? Yes | |
| Methods of Engagement with the PPG: Face to Face, Email, Other (please specify) Face to face and email | |
| Number of Members of PPG: 9 | |
| Detail the gender mix of Practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 6296 | 6698 | | PRG | 2 | 7 | | Detail of age mix of Practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | < 16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 2248 | 1353 | 1759 | 1379 | 2086 | 1698 | 1396 | 1093 | | PRG | 0 | 0 | 0 | 0 | 5 |  | 2 | 2 | |

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| 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 | 9562 | 163 | 0 | 391 | 88 | 289 | 1 | 4 | | PRG | 9 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Any Other | | Practice | 193 | 21 | 31 | 100 | 7 | 289 | 88 | 4 | 0 | 17 | | PRG |  |  |  |  |  |  |  |  |  |  | | |
| **Describe steps taken to ensure the PPG is representative of the Practice population in terms of gender, age and ethnic background and other members of the practice population:**   * We advertise for new members of the PPG via practice website and notices on notice board. * All are welcome to apply for the PPG | |

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| 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 job seekers, 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: |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  From PPG member and also previous patients survey. |
| How frequently were these reviewed with the PRG?  Every two months. |

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1. Action plan priority areas and implementation

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| Priority Area 1 |
| Description of priority area:  Need more appointments |
| What actions were taken to address the priority?  We introduced a walk in surgery every Monday and Thursday, it was a necessity to increase clinical staff – i.e. Salaried GPs and Locums. We have introduced acute telephone advice and pre-bookable advice. |
| Result of actions and impact on patients and carers (including how publicised):   * Patients are able to be seen by a Doctor in the morning Monday to Thursday (walk in surgery) * Patients are able to get results given t them over the phone by a Doctor without coming to the surgery. * We give daily acute telephone advice to patients |

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| Priority Area 2 |
| Description of priority area:  Telephone system – patients not able to get through |
| What actions were taken to address the priority?  We have addressed the above by installing a new telephone system with options, this now enables patients to call a certain time of day for their results, appointments etc, this also enables patients to speak to a receptionist in a timely manner. |
| Result of actions and impact on patients and carers (including how publicised):  The telephone system with options enable patients to get to speak to a receptionist quicker by selecting options that are available on the system. Also patients can speak to another member of staff for example, prescription clerk or secretary by selecting the relevant option. |

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| Priority Area 3 |
| Description of priority area:  It was felt that the waiting room was dirty. |
| What actions were taken to address the priority?  We have taken on a new cleaning company to help improve our cleaning throughout the practice. |
| Result of actions and impact on patients and carers (including how publicised):  There has been a remarkable improvement in the cleanliness of the practice in terms of the waiting room etc. We have regular audits taking place monthly with the cleaning company. |

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Progress on previous years

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| Is this the first year your practice has participated in this scheme?  NO  If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s)  We have made improvement on the following areas:   * Patient contact via the walk in surgery * Cleanliness of the practice * Increased appointments with more telephone triage |

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1. PPG Sign Off

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| Report signed off by the PPG:  YES / ~~NO~~  Date of sign off : 30/3/15 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population? Our senior partner attends the regular meetings with the PPG and feedback to the practice.  Has the practice received patient and carer feedback from a variety of sources? Yes  Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes  How has the service offered to patients and carers improved as a result of the implementation of the action plan? We have changed our telephone triage, rota system to help improve the service offered.  Do you have any other comments about the PPG or practice in relation to this area of work? No |

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