


Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: St Johns Medical Centre

Practice Code: G85038

Signed on behalf of practice:  Colin Stears

Date: 30th March 2015

Signed on behalf of PRG:  Catherine Goddard

Date: 30th March 2015

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

Does the Practice have a PRG? YES																																					
Method of engagement with PPG: Virtual Email / face to face																																					
Number of members of PRG: 161																																					
<p>Detail the gender mix of practice population and PRG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>6322</td> <td>6519</td> </tr> <tr> <td>PRG</td> <td>60</td> <td>101</td> </tr> </tbody> </table>		Male	Female	Practice	6322	6519	PRG	60	101	<p>Detail of age mix of practice population and PRG:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th><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>> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>2199</td> <td>1670</td> <td>2547</td> <td>2529</td> <td>1787</td> <td>1076</td> <td>580</td> <td>453</td> </tr> <tr> <td>PRG</td> <td>1</td> <td>12</td> <td>50</td> <td>40</td> <td>31</td> <td>18</td> <td>4</td> <td>5</td> </tr> </tbody> </table>		<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	2199	1670	2547	2529	1787	1076	580	453	PRG	1	12	50	40	31	18	4	5
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St Johns Medical Centre - The Annual Report and Annex D Reporting Template is available on the practice website: www.stjohnsmedcentre.co.uk under Patient Participation Group

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	4108	200		2744	261	39	7	398
PRG	44	2		20	5	10	5	25

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	224	105	63	148	460	1483	2138	290	5	168
PRG		1	1	5	4	11	21	7		

Describe steps taken to ensure that the PRG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

St Johns Medical Centre has a virtual PRG consisting of 161 registered patients. During the year it became clear that engagement and outcomes with the patients could be improved by switching to a combination of virtual and face to face. Two face to face meetings were held with key members of the group and it was decided and action for 2015/16 would be to formalise the arrangement and probably hold 2 face to face meetings in the year as well as regular electronic communications for the Group. We have encouraged patients with a range of disabilities to join the group and to this end staff have proactively told patients about it. The group has a registered blind patient and a couple who are very hard of hearing. The practice leaflet and website have details of the Group together with the new 55 inch TV screen in reception. The repeat prescription request also carries details of how to join the Group. Virtual emails were sent to the group between December 2014 – March 2015 this also included face to face meetings with key members of the group.

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

St Johns Medical Centre has an increasing young family and new parent population. The weekly baby clinic is an opportunity for practice staff to proactively talk to this patient group and encourage them to get involved with the PRG and as such a member of staff goes into the waiting area to talk to patients.

Review of patient feedback

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

The Practice used a variety of feedback methods to listen to our patients views and develop an action plan, these included.

Nhs Choices

Formal Complaints received by the practice

Written comments and suggestions placed in our comments box (prior to the introduction of Friends and Family)

Verbal discussions between staff members and patients, suggestion etc are fed back at weekly section meeting to the Operations Manager

Family and Friends Test questions including the opportunity to give open comment on the practice services etc (as outlined below)

Total responses for Friends and Family Test from December 2014 – February 2015 were 65:

We would like you to think about your recent experience of our service. How likely are you to recommend our service to friends and family if they needed similar car or treatment?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
40	15	2	1	7	

Comments from patients

Positive Areas

Great doctors and nurses

Friendly receptionist

Friendly staff

Good phone appointment system

Caring doctors

Baby clinic dr's @ the surgery are great

Doctors listen and respond well

Areas for Improvement

Long waiting times for certain doctors
Prescription not ready on time via EPS
Appointments for children after school

How frequently were these reviewed with the PRG?

The patient group reviewed these 3 times in the year twice electronically and one with key members on a face to face basis. These contacts took place during the last 4 last months of the year in order to collect enough meaningful information to form the patient's action plan.

2. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Increase access to on line and telephone booked appointments

What actions were taken to address the priority?

On line book ahead appointments have been increased and extended where possible to 3 weeks ahead.

Practice management in negotiations with system supplier that will offer 24/7 access to book appointments over the phone.
Awaiting quote and discussions with CCG and other practice on how this should be taken forward on a collaborative basis

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

Working well and has increased choice. Patients informed when booking on line of extended opportunities

Results not yet achieved but targeted for first quarter of 2015/16

Priority area 2

Description of priority area:

Refresh PRG group to expand methods of contact.

What actions were taken to address the priority?

Virtual Group sent questionnaire introducing the practice's new Operations Manager and if they would like to see any changes to the way the PRG functioned.

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

The results of the survey were divided but there were a significant number of respondents who felt the combination of virtual and face to face would be an advantage and support the increased engagement for the hard to reach and more vulnerable groups. A face to face meeting was held with key members and a plan for 2015/16 developed. This was publicised to all members via email and a telephone call to the registered blind member.

Priority area 3

Description of priority area:

Patients felt the Electronic Prescribing Service was not working well at St Johns Medical Centre

What actions were taken to address the priority?

Review of current system at St Johns revealed lack of GP capacity to sign of prescriptions in a timely manner also lack of updating the knowledge of the administrative staff who run the system. Limited knowledge of how the system works at the pharmacy.

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

All GPs instructed on the requirement to use smartcards at all times. First wave of additional training for GPs completed in house Independent trainers are attending the practice on 12th May 2015 to skill up both clinical and non-clinical staff to current standards Joint discussions have taken place with the 3 most frequently used pharmacies regarding Electronic Prescribing and what Patients , Pharmacies and the Practice can expect from the system and how we can make it work as effectively as possible for the 3 parties.

After the May training the PRG will be asked to comment on a proposal to re-launch this service at St Johns in conjunction with the Pharmacies. A marketing strategy will be part of the proposal together with a specific launch date

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):

Action plan from 2013/14 Progress in 2014/15

Improvements required to Reception rotas, capacity and customer service training

Improvements required to Increase appointments and book on line.

Actions taken:

Practice employed a further GP to expand the number of appointments together with making all GP appointment on a Monday morning bookable only on the day. This increased the capacity at a peak usage time.

Practice restructured its management team to include an Operations Manager to oversee amongst other things robust telephone answering and improved staff rotas. Monday morning peak time 8am onwards the number of telephone call answerers was increased from 3 to 5 thus improving the patients customer service experience.

Outcome- Present evidence suggests Patients experience has been improved.

Outcome:

Back office reception layout has been redesigned to improve confidentiality and increase number of telephone answering stations available.

Operations Manager appointed to improve customer service training of front line staff

3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:



30th March 2015

How has the practice engaged with the PPG:

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

We have had 1 to 1 communication face to face or by telephone with some of our patients in these groups or as they have come in for appointments at the front desk we have made the time to talk to them individually. This has proved invaluable as we now have a patient that is Registered Blind in our group and others with disabilities.

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

Yes we have via email and face to face contact and paper version.

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?

Patients have been able to make advance bookings or more than 3 weeks ahead, patients are able to get through on the telephones easier especially on Mondays.

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

Not at present as we are working on our action plan at present as stated above in Priority 3