

## 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: The MWH Practice

Practice Code: E85119

Signed on behalf of practice: Dr Sandar Cho      Date: 31/03/2015

Signed on behalf of PPG:Khin Khet Khet Khaing      Date: 31/03/2015

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

|                                                                                                             |
|-------------------------------------------------------------------------------------------------------------|
| Does the Practice have a PPG? <u>YES</u> / NO                                                               |
| Method of engagement with PPG: Face to face, Email, Other (please specify)<br>Face to face, Email, Meetings |
| Number of members of PPG: 16                                                                                |

Detail the gender mix of practice population and PPG:

| %        | Male | Female |
|----------|------|--------|
| Practice | 3555 | 3130   |
| PRG      | 8    | 8      |

Detail of age mix of practice population and PPG:

| %        | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 |
|----------|-----|-------|-------|-------|-------|-------|-------|------|
| Practice |     |       |       |       |       |       |       |      |
| PRG      |     |       | 1     |       | 1     | 3     | 9     | 2    |

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 | 207     | 10    |                          | 191         | 12                            | 10                   | 10           | 44          |
| PRG      | 3       |       |                          |             |                               |                      |              |             |

|          | Asian/Asian British |           |             |         |             | Black/African/Caribbean/Black British |           |             | Other |           |
|----------|---------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|-------------|-------|-----------|
|          | Indian              | Pakistani | Bangladeshi | Chinese | Other Asian | African                               | Caribbean | Other Black | Arab  | Any other |
| Practice | 2668                | 537       | 25          | 33      | 1099        | 207                                   | 32        | 40          | 6     | 80        |
| PRG      | 3                   | 2         |             |         | 5           |                                       |           | 1           |       | 2         |

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 and PPG are working along with voluntary group such as Healthwatch Ealing to reach out to a particular group of people or linking with local community or voluntary sector groups. The venue and time of the PPG meeting was changed from previous years and we have agreed on more flexible time for future meetings (such as weekend and after hours). Working with local community and voluntary sector groups will be helpful in making links with under-represented groups. We are also working on ideas with Ealing CCG to develop Network PPG. This will capture patient experience of secondary care and other commissioned services.

Working age group is under represented in PRG. We also found out this particular group of patient's uses online services more. Practice is looking into a system in which includes question on the practice website whether they are interested to become a PPG members when they register for online access.

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/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:

Patient survey (Local and National), NHS friends and family test, Patient complaints, NHS choices website feedback,CQC report

How frequently were these reviewed with the PRG? Every 6 months

### 3. Action plan priority areas and implementation

| Priority area 1                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Description of priority area:</p> <ul style="list-style-type: none"><li>• CCTV to be considered for Hounslow surgery reception area as some PPG member witnessed unjustified aggressive behaviour from some patients towards reception staff.</li></ul>                           |
| <p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"><li>- CCTV is fully installed.</li></ul>                                                                                                                                                   |
| <p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"><li>- As the result, we now have calm and respectful environment in the waiting area. The CCTV monitoring signs are displayed in the waiting area</li></ul> |

## Priority area 2

Description of priority area:

- Suggestion box to be placed in reception area

What actions were taken to address the priority?

- We now have suggestion boxes in place on both sites.

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

- We have had a lot of suggestions and learning issues which were addressed at PPG meeting:
  - We are now using computer/text recall system to confirm appointments, reminder for DNAs and health promotion.
  - Practice has notice board dedicated for careers, dementia concerns and local voluntary services and community services.
  - Practice has also replaced 3 part time receptionists with 2 new full time receptionists for which we have positive feedbacks from our patients for their services.
  - Patient's feedbacks are also published on the website as part of Friend and Family test. It became true reflection of our service and give confidence to the service users.

### Priority area 3

Description of priority area:

Appointment system and demand

What actions were taken to address the priority?

**Computer system** – changed to new system with more advanced facilities which help patients care. New system aligns with practices in Ealing. Now blood results done by some of the secondary care hospitals can be seen via the system.

**Telephone system** – telephone systems for both Hounslow and Southall has been synchronized. Job completed on 18/3/15. As per PRG group discussion last year – practice would like to pilot the system called “talk to the doctor” in order to meet the demand.

**New recruitments and Personnel Changes** – practice has recruited new Salaried GP, Practice Manager and deputy practice manager to tackle demands on GP services.

**Extra winter appointments** – Practice has signed up for Ealing CCG winter appointment programme and has been giving out extra winter session appointments from December till April.

Practice is also involved in **Unplanned admission Direct Enhanced Service**. By doing so the vulnerable elderly patients with high risk of hospital admission were identified and had individual care plans. Alert was put on those patients notes as CMR patients and appointments are given on the same day or at least telephone consultation with the doctor onsite.

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

This is our ongoing project and PPG group has been updated regularly.

## 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):

| You suggested the practice to                                                                                                                                                                                  | We did or plan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <ul style="list-style-type: none"> <li>Consider using social media for mass communications</li> <li>To informed patients if clinician is running late.</li> <li>To advertise practice website more.</li> </ul> | <ul style="list-style-type: none"> <li>.Completed. Practice has changed the computer system which can be used for sending SMS text messages for health education, health checks and DNAs. System is up and running since July 2014. Also increased usage of website/ practice email for repeat prescribing ordering</li> <li>Completed. Check in key board has built in system which says approximate waiting time for the clinicians.</li> <li>Had internal training with front reception staffs to inform or notify patients if the clinics are running late</li> <li>Completed. Practice leaflet has been updated. Website address and email address for the practice are clearly displayed on Jayex box as well as practice notice boards. Also practice has been promoting the website via repeat prescription.</li> </ul> |  |
|                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |

#### 4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 31/03/2015

How has the practice engaged with the PPG:

Practice has regular Telephone and Email communications with PPG Chair and Vice Chair.  
We work closely with CCG and local community group.  
Our PRG Vice Chair has represented our practice in Ealingwide PRG meeting.

How has the practice made efforts to engage with seldom heard groups in the practice population?  
We work closely with CCG and local community groups.  
Actively promoting PPG recruitments and advertise on practice notice boards.  
Display all the PPG activities, action plans on the notice boards

Has the practice received patient and carer feedback from a variety of sources?  
We get feedback through surveys, CCG and community groups

Was the PPG involved in the agreement of priority areas and the resulting action plan?  
Yes and PPG gets regular updates

How has the service offered to patients and carers improved as a result of the implementation of the action plan?  
Better customer services  
Calmer and respectful environment in waiting area

Do you have any other comments about the PPG or practice in relation to this area of work?  
We would like to see networking of ealing PRG supported by Ealing CCG.