

# PPG Reporting Template

London Region [North Central & East/North West/South London] Area Team  
 2017/2018 Patient Participation Enhanced Service – Reporting Template

Practice Name: Brunswick Medical Centre

Practice Code: F83048

Signed on behalf of practice:



Date: 21.3.18

Signed on behalf of PPG:



Date: 21.3.18

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. Meetings held regularly, advertised in surgery and local pharmacies, written invitations, leaflets attached to prescriptions, details of PPG membership included in new registration packs.

Number of members of PPG: 7

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	3218	3662
PPG	3	4

Detail of age mix of practice population

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	771	1442	2054	1027	623	463	301	199

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	426	143	0	1779	25	46	0	251
PRG	6							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	201	94	533	625	466	46	25	176	122	1918
PRG			1							

*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:*

- PPG information leaflet and sign up form continues to be provided to all new patients registering with the practice
- Advertised on website
- Large poster in waiting room
- Patients opportunistically informed of PPG with details of how they could sign up
- Clinicians also inform patients, where appropriate of the group.
- Text messages sent to all patients over 16yrs
- Letter/email invites
- Information slips attached to prescriptions
- Posters given to local pharmacies.

We continue to strive to have a PPG representative of a cross section of our population and whilst making some progress, the Practice and the Group are keen to improve this.

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:

. Patients that work and are unable to attend during normal working hours can provide feedback via email. We also now have a Bengali interpreter onsite on Weds who promotes the PPG meetings to Bengali patients. She is also able to attend the meetings if required. Meetings times varied to improve attendance.

## 2. Review of patient feedback

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

NHS Choices comments, Friends and Families test, suggestions box on site, internal surveys carried out quarterly, all feedback discussed with PPG members and regularly at team meetings

How frequently were these reviewed with the PRG? Reviewed in PPG meetings on 27.3.17, 28.9.17, 7.2.17, also discussed in team meetings

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: To increase number of PPG members

What actions were taken to address the priority?

<b>Priority Area</b>	<b>Actions</b>	<b>Who does this?</b>	<b>Deadline</b>
Increase PPG/Make patients aware of Group	Advertise more/Newsletter Target under-represented groups such as Bengali patients, Young people Clinicians and staff to promote opportunistically	Surgery/PPG	On-going process

*Result of actions and impact on patients and carers (including how publicised).* A larger poster was ordered to display in waiting room, allowing us to display the next PPG date. Staff to actively promote PPG. PPG members to promote. Local universities are sent invites to encourage students that are registered to attend. Health advocate who attends on Fridays promotes PPG. We will also be starting a surgery newsletter to improve patient communication. Dates of PPG meetings displayed on information screen in waiting room.

Description of priority area: Appointment availability

What actions were taken to address the priority?

<b>Priority Area</b>	<b>Actions</b>	<b>Who does this?</b>	<b>Deadline</b>
Improve patient access	Promote e-consults Write to Patients that DNA. Staff training – appropriate use of appointments Triage forms used and assessed by GPs Additional sessions are added to meet any increase in demand and any issues discussed with Hurley Group. Continuous monitoring to ensure correct amount appointments according to list size.	Surgery	Ongoing

*Result of actions and impact on patients and carers (including how publicised):* Promote E-consults. Advertised on surgery telephone message advising patients of e-consult option. The use of e-consults have increased in the last year, feedback on service has been good from patients. Working patients and students find the service very useful. Patients that do not attend appointments and fail to cancel their appointments are written to and also invited to meet with manager. Staff are trained to ensure they offer the most appropriate appointment for the patient, with either nurse of GP.... Triage forms are used when all same day appointments have been taken to ensure no patient that needs to be seen is missed, assessed by the GP, who advises the admin team on the most appropriate appointment type, e.g next day, telephone consultation or emergency. Any increase in demand is monitored, by using demand and capacity analysis. We also use the Camden CCG hub which offers evening and weekend appointments to Camden patients.

Priority area 3

Description of priority area: Recruitment

What actions were taken to address the priority?

<b>Priority Area</b>	<b>Actions</b>	<b>Who does this?</b>	<b>Deadline</b>
Recruitment –GPs.	Surgery has advertised for permanent GPs	Surgery	ongoing

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

We have recruited 1 new GP in the last year and are also in the process of recruiting a Lead GP and 1 more salaried GP. This is an ongoing campaign. In the meantime we have one long term sessional GP and two long term locums, in order to provide continuity of care. Use newsletter to update patients on any new developments. Days GPs work are advertised on surgery information screen. The priority for the practice and Group is to ensure we have a stable clinical workforce in order to provide the best care to our patients

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):

Priority Area	What action has been taken?	Who is responsible for this?	What action still needs to be taken?	Deadline
Appointment Waiting times	Continue to monitor, ongoing issue, recruiting for permanent GPs. Appropriate appt booking	Surgery	Continuous monitoring/GP recruitment	Ongoing
Telephone Access	New Telephone system installed, more functions	Surgery	None	N/A
DNA Rates	Letters to persistent offenders, text reminders	Surgery	None – ongoing monitoring	Ongoing
GP Recruitment	On-going campaign to recruit/retain permanent doctors.	Hurley Group	This is an ongoing process,	Ongoing

4. PPG Sign Off

Report signed off by PPG: YES/~~NO~~

Date of sign off: 21.3.18.

*How has the practice engaged with the PPG:* Via regular meeting with core PPG members, email invites to provide feedback virtually.

*How has the practice made efforts to engage with seldom heard groups in the practice population?* Advertised within surgery, local pharmacy, word of mouth, current PPG members also promote. Sign up for PPG included in registration packs, Bengali interpreter promotes, opportunistically promoted by clinicians. Held meetings at different times. Local university sent details of meetings to display in halls. Sign up forms in waiting room.

*Has the practice received patient and carer feedback from a variety of sources?* Yes, NHS Choices, CCG survey, NHS England GP Survey (Mori)

*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?* Improvements made to information provided to patients via website and practice leaflet, implementation of newsletter.

*Do you have any other comments about the PPG or practice in relation to this area of work?* This has provided an opportunity to build wider links with the wider community.