

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: Lewisham GP led walk-in centre

Practice Code: Y02957

Signed on behalf of practice: Sharif Rahman (Practice operation Manager)



Date: 16/03/2015

Signed on behalf of PPG: Emis ID- 502158 :



Emis ID -5967



Date: 16/03/2015

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

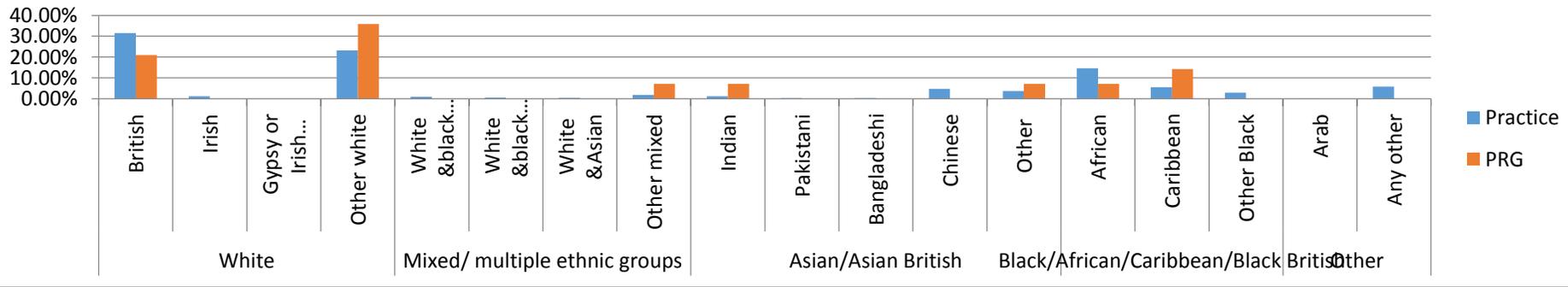
Does the Practice have a PPG? YES

Method of engagement with PPG: Face to face, Email, Other (please specify)

PPG posters displayed in the practice waiting room to invite patients to the PPG. Our team has also proactively collected 60% of patients email addresses so we have email nearly 3000 patients to join our PPG..

PPG engagement is mainly done by face to face meetings and emails. We have tried a virtual chat room but no one attended. Minutes from each meeting added to the practice website.

Practice	1.27%	0.36%	0.25%	4.76%	3.7%	14.69%	5.56%	3%	0.03%	5.88%
PRG	7.14%	0%	0%	0%	7.14%	7.14%	14.28%	0%	0%	0%



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:

Most of the patient list of New cross walk-in centre is very young. They are mainly student of goldsmith university and employed. It was difficult for these patients to proactively join PPG. Practice has put Posters in waiting room and advertised on jayex board. Team (both clinical and non-clinical) asked all registered patients who attended the surgery if they wish to be a part of the PPG. From above chart it is clear that the PPG is not reflective from the 17/24 age group, as most of them are student, so the new cross GP led walk-in centre adopted various methods to recruit patients to join the PPG. The aim was to have a broad spectrum of patients represented from different ethnicities and backgrounds. Though the attendance is low but better than previous years members count.

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. We have a large number of students from Goldsmiths University.

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

Normally every year we attend the students fresher's week. During that week we approach all students to join our PPG group. But the intake from

the students is very low. We have received feedback that joining a PPG would be an extra burden on top of their studies.

2. Review of patient feedback

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

The sources are

- PPG Meeting held on 25.09.2014, 29.01.2015, 18.02.2015
- NHS Choice comments
- Suggestion box.
- Friends and Family test

How frequently were these reviewed with the PRG?

We have a PPG meeting every quarter. On top of the quarterly meetings we tried to have a virtual chat room meeting which was not successful.

3. Action plan priority areas and implementation

Priority area 1			
Description of priority area: Patient access for registered patients			
What actions were taken to address the priority?			
<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
Increasing same day access	<ul style="list-style-type: none"> • Increase of same day appointments from 30% of overall appointments to 45% • Increase in telephone consultations • Increase in Web GP slots • Demand Audit • Review of appointment system and consider telephone triage as registered list increases 	Practice Operations Manager	01/03/2015 Ongoing
Result of actions and impact on patients and carers (including how publicised):			
<p>Our patient demographic demands a more on the day service than routine. We have increased on the day access however with a rapidly growing list we recognise that this needs to be reviewed and we are planning on running a demand audit in April.</p> <p>We have posters up explaining our current appointment system; this is also on the practice website. We have a large sign advertising Web GP which appeals to our younger demographic.</p> <p>We hope that these ongoing changes will meet the needs of our patients allowing greater access and more satisfaction.</p>			

Priority area 2

Description of priority area: Telephone access

What actions were taken to address the priority?

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
Our current telephone system is not fit for purpose. 70% of phone calls we receive belong to other services being provided in the building, this creates access issues for our own patients	<ul style="list-style-type: none">• Quotes for new systems• Choose a system that has a queuing system and the ability to advertise services whilst patients are on hold	Practice Operations Manager and Regional Manager	01.05.2015

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

This new system should be able to redirect those unwanted calls to their own service provider and ensure a faster call pick up time at our practice. The queuing system will allow patients to know how long they will be on hold for and the ability to leave promotional messages should help increase our imms and cytology uptake via advertising.

Once the system is in place we will put up posters in the waiting area and tell patients who attend the surgery via word of mouth.

Priority area 3

Description of priority area: Children's play area

What actions were taken to address the priority?

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
Children's play area	<ul style="list-style-type: none">• Create a more child friendly environment• Section a less busy part of the waiting area for children• Allocate room for breast feeding mothers	POM/PPG	01.05.2015

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

The PPG understand that due to infection control we cannot have a play area with toys etc for the children however we have agreed upon a section of the waiting area which we will remove adult chairs from and replace with children's chairs. The PPG will be involved in choosing colourful posters etc for this area.

We have also allocated room 10 for breast feeding mothers. As a WIC and practice we can get very busy and understand that mothers and children need a comfortable, less stressful environment. We hope that by doing this it will improve their overall experience.

Room 10 has a poster on the door saying 'Breast feeding area'.

Priority area 4

Description of priority area: Atmosphere of waiting area

What actions were taken to address the priority?

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
Broken Chairs	We have informed building management about the chairs.	Building Management	On going
Posters/ leaflet	We have removed all posters from waiting room to make it a more calming, less cluttered environment. Only essential posters and leaflets are still up.	Practice Operations Manager	16/03/2015
Radio/Television	Due to licence issue we will not be able to play music or a programme on radio or television, but we have loaded the television with various health education slides.	POM	16/03/2015

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

As a very busy service we feel that we have made the waiting area more pleasant and calming. Only yesterday we received a comment from a patient about how much calmer they felt as the waiting area was less cluttered.

Progress on previous years

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):

Priority Area	What action has been taken?	Who is responsible for this?	What action still needs to be taken?	Deadline
Waiting time	Reception to inform all patients at the beginning of sign in of expected waiting time.	POM and reception staff	No more action need now as it is implemented	N/A
Green card	Reception to hand out green card to all walk-in patients to inform the services provided	POM and reception staff	Need to upload the green card to practice television	25.03.2015
Nursing time	Practice to increase practice nursing time	POM and senior management	No more action need now as it is implemented	N/A
DNA Policy	Reception to inform patients how to cancel appointments so that other patient will be able to have those appointments. Practice to <i>advertise</i> the DNA rate at reception and follow 5 DNA policy.	Reception staff	No more action need now as it is implemented	N/A
Breast feeding room	Practice to offer new mothers a breast feeding room. Approved room is room 10. Practice will provide this service on request at reception desk	POM and reception staff	No more action need now as it is implemented	N/A

4. PPG Sign Off

Report signed off by PPG: **YES**
Date of sign off: 16.03.2015

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 targeted the younger patient group by sending them emails so that they can provide us their views. A few of them have replied. We would like to have more communication/advice from the younger group. This year we will advertise more to attract the younger student group.

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

Yes- face to face, emails and comments made on NHS Choices and friends and family test survey.

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes. All priorities given by members of the PPG

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

The waiting room is far more pleasant and the PPG look forward to improved telephone and appointment access.

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

We are excited to see changes come to fruition, especially things that directly affect us as patients such as the appointment and telephone system. Next year we would really like to recruit a larger group of patients.