

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

London Region South London Area Team

Complete and return to: nhs.cb.lon-sth-pcc@nhs.net by no later than 31 March 2015

Practice Name: The Junction Health Centre

Practice Code: Y02946

Signed on behalf of practice: *Alison*

Date: 27.3.15.

Signed on behalf of PPG: *TRUROCHE*

Date: 30/03/2015

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

Does the Practice have a PPG? Yes

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

Face to face with a structured meeting involving the PRG, management team and clinical team at The Junction Health Centre and an online virtual forum.

This year we have continued to advertise for members by

- Posters on patient notice board in waiting area
- Posters throughout the surgery
- Information added to our patient information screen in waiting area
- Posters around reception desk
- Advertising on our website
- Invitations attached to prescriptions
- Invitations via email
- Invitations via text message
- Discussion during New Patient Health Checks

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- Discussion during New Patient Health Checks
- Clinical staff actively recruiting through discussion during appointments

In addition to this we set up an online "virtual forum" in the hope of engaging with patients who were unable to attend meetings in person, but still wished to get involved.

Number of members of PPG: 6

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	42.7	57.29
PRG	33.33	66.66

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	4.56	13.83	64.68	12	3.02	1.13	0.56	0.18
PRG	0	0	50	0	2	0	0	0

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	2368	196	0	1927	60	27	10	79
PRG	1	0	0	3	0	0	0	0

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	91	21	5	235	122	146	65	46	5	300
PRG	0	0	0	0	0	20	0	0	0	0

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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:

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- Advertising on our website
- Invitations attached to prescriptions
- Invitations via email
- Invitations via text message
- Discussion during New Patient Health Checks
- Clinical staff actively recruiting through discussion during appointments

In addition to this we set up an online "virtual forum" in the hope of engaging with patients who were unable to attend meetings in person, but still wished to get involved. The Centre continues to actively try to recruit representatives from all cultures and ethnicities that attend The Junction Health Centre. We feel this will enrich the group and give different outlooks and opinions.

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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 jobseekers, 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:

2. Review of patient feedback

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

The Junction Health Centre conducts daily surveys to ensure that our patients are providing feedback on a regular basis. The survey has a comment section and these are reviewed on a monthly basis to allow us to make any relevant changes or raise any positive or negative comments to the appropriate team. The manager reviews all feedback provided through NHS Choices. Patients who have provided feedback (and given their details) are contacted for further discussion.

The manager reviews all feedback provided through our website, www.junctionhealthcentre.nhs.uk, and contacts patients for further discussion. All relevant feedback is The Patient Reference Group also provides excellent feedback regarding the service and improvements that can be made Passed on to appropriate teams and discussed during team meetings for learning and development.

The Junction Health Centre also sends out text message surveys to registered patients to ask their views on services provided. The manager reviews all complaints and compliments received and discuss this feedback with the appropriate teams.

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How frequently were these reviewed with the PRG?

In quarterly meetings

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3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Create more availability for gynaecological services – e.g. – contraceptive implant/coil.
Feedback from patients suggested that our female patients would like a greater variety of appointments available for contraceptive services, such as the implant.

What actions were taken to address the priority?

The Service Manager at The Junction Health Centre recruited a new female GP with specialist interest in gynaecology and family planning. Weekend and evening clinics are being set up to provide better access for patients.

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

This creates more availability, particularly outside of regular working hours. This benefits patients as our demographic is largely young, working class who find it difficult to take time off work for non-urgent appointments.
Patients will be informed of this new GP and service in our next patient's newsletter.
We displayed the results of the action on a "what you said, what we did" poster in the waiting room to highlight the changes made from patient feedback.

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Priority area 2

Description of priority area:

Implement online access for prescription requests, medical record viewing and consultations.

What actions were taken to address the priority?

Patient feedback suggested that the majority of our patients lead very busy lives and would like services which fit in with their lifestyles. We looked at ways in which we could save our patients time by streamlining some processes.

We opened up online access for prescription requests, appointment booking and online medical record viewing.

We also purchased Web GP – a CQC approved piece of software that allows patients to submit an online consultation to the practice 24/7. It also provides patients with self-help guides and can direct them to other services (such as a pharmacy).

We have been encouraging patients to sign up for EPS – electronic prescribing, allowing patients to collect their medication directly from a nominated pharmacy, rather than having to come in to the surgery to collect a prescription first.

We are also looking into installing Wi-Fi in the waiting area so our patients can have access to the internet whilst they are waiting to be seen. We are currently liaising with our IG lead to explore any implications this may have. We are also awaiting feedback from Network Rail due to logistical problems we have encountered as a result of our location (within the arches of a train station).

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

Implementation of the online eservices has made it more convenient for patients to manage their care.

All of the above have cut down on the time patients have to take out of their schedule to organise their healthcare and has made it much more convenient for them. We have received very positive feedback from patients regarding these services.

We have posters in our waiting room and throughout the surgery advertising these services

Reception and clinical staff have been informing patients of the services

Our New Patient pack is being revised to inform all newly registering patients of these services

We will include information about these services in our next patient newsletter

We displayed the results of the action on a "what you said, what we did" poster in the waiting room to highlight the changes made from patient feedback.

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Priority area 3

Description of priority area:

Create an online patient forum

What actions were taken to address the priority?

The Admin Manager at The Junction Health Centre set up a dedicated, secure, email address for an online forum. We involved our central marketing team to create an advertising campaign which consisted of sending email invitations to all patients on our mailing list, adding the information to our PPG posters, sending out text messages to inform our patients.

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

Unfortunately, the uptake for our online forum has not been as good as we had hoped. As a result we will be focusing on better publicising to raise awareness. Our Health Care Assistants will be promoting this during New Patient Health Checks.

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Priority area 4

Description of priority area:

Better advertising of services offered

What actions were taken to address the priority?

We have involved our central marketing team in order to design some new promotional material for the practice which advertises our services. New floor signs have been installed on the floor to direct patients to our self-check In screen (which was not being used as patients struggles to see it due to its location)

We have an on-going plan with our Admin Manager to review all posters in the waiting area on a monthly basis to ensure they are up to date and informative.

We are advertising services though our New Patient packs for newly registering patients.

The practice worked with the PPG lead to revise current promotional material. This proved to be very beneficial as our PPG lead works in marketing and was able to give us very useful and valuable advice.

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

Promotional campaigns have improved patients awareness of services provided to them.

As a result of our floor signs for the self-check in screen, more patients are now using it, which has been saving them time when checking in as they no longer have to wait in the queue at reception.

We asked patients in the waiting room for feedback and they were happy with the changes.

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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):

One of the main issues last year which the PPG identified was around access. As a result we completely overhauled our appointment system. Our patients are now able to speak to a member of the clinical team 24 hours a day. We have a Nurse Practitioner or GP available 24/7 for telephone consultations. If the clinician feels the patient needs to be seen, they will offer them a same day appointment if convenient, or a day/time which suits the patient. Routine enquiries can also be dealt with 24 hours a day – for example if a patient needs test results; they can call and be given these over the phone. This has had a huge positive impact on our access, and patients are now able to get through to the practice more quickly, and do not have to wait as long to see a GP.

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4. PPG Sign Off

Report signed off by PPG:

Yes

Date of sign off: 27.03.2015

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How has the practice engaged with the PPG:

Structured meetings with interaction from the PRG and the nursing and management team
Via an online patient forum

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

It has been noted that we do not have representation from teenagers on our PPG. We were aware that a large proportion of teenagers come in to the surgery to get free condoms from the reception staff. As a result, our reception team engage with them when they come in and try to get their views on the surgery and encourage them to join the PPG or online forum. We are also looking into a Facebook or Twitter account to engage this group. We are currently liaising with other practices that use social media to see the impact of this and are also liaising with our IG lead to check the implications of this.

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

The practice surveys patients daily and reviews the results on a monthly basis
The Manager reviews all feedback obtained through NHS Choices, our practice website, complaints and compliments.
The Manager spoke to patients in the waiting room during attendances throughout the year.
Feedback obtained from PPG.

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

Yes. We discussed priorities for the current year in our meeting on the 8th July. Both the PPG and the practice agreed that the focus should be on technology and communications.
The draft report was to be presented to the PPG at our final meeting. Unfortunately attendance to this meeting was very poor. However, our patient rep was in attendance and we were able to discuss the actions which took place over the year

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

Yes the service has improved as a result of the changes suggested by the PRG. The PRG feel engaged with the service and the changes they have been able to influence and see implemented.

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

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The PRG is a valuable asset to the practice and very proactive with their innovative ideas
The changes we implemented as a result of our action plan have had a positive impact on patient experience. They have resulted in greater choice of service for patients which has created a positive impact on the relationship between practice and patient.

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