

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

London Region North West Area Team

Complete and return to: [england.lon-nw-claims@nhs.net](mailto:england.lon-nw-claims@nhs.net) by no later than 31 March 2015

Practice Name: **Dr Victoria Muir's Practice**

Practice Code: **E87753**

Signed on behalf of practice:

Date:

Signed on behalf of PPG:

Date:

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

Does the Practice have a PPG? <b>YES</b>											
Method(s) of engagement with PPG: <b>Primary method of engagement is face to face, on occasion by email</b>											
Number of members of PPG: <b>25</b>											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	<b>46%</b>	<b>54%</b>	Practice	<b>15%</b>	<b>8%</b>	<b>27%</b>	<b>20%</b>	<b>13%</b>	<b>9%</b>	<b>6%</b>	<b>4%</b>
PRG	<b>32%</b>	<b>68%</b>	PRG	<b>0%</b>	<b>8%</b>	<b>13%</b>	<b>17%</b>	<b>17%</b>	<b>17%</b>	<b>21%</b>	<b>8%</b>

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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	39%	1%	0%	26%	0%	0%	0%	2%
PPG	56%	0%	0%	16%	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	1%	1%	2%	1%	7%	3%	1%	3%	2%	10%
PPG	0%	4%	4%	0%	0%	0%	4%	4%	0%	8%

**Note:** Ethnicity not specified for 1% of practice and 4% of PPG

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 has started to use a new patient questionnaire which asks patients if they would like to join the PPG at point of registration. A high number and representative sample of patients have expressed an interest through this means – for example, the number of male participants in the PPG has increased.**

**Clinicians at the practice are aware of the PPG make-up and have specifically targeted underrepresented groups. In 2014/15, the PPG was more representative of patients aged 17-44, and patients of Asian/Asian British ethnicity.**

**In 2015/16 the practice aims to maintain this level of diversity, and continue to review which groups are underrepresented.**

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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:

**N/A**

### 2. Review of patient feedback

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

- 1. PPG Feedback**
- 2. Annual Practice Survey results**
- 3. Friends and Families Test results**
- 4. NHS Choices comments**

How frequently were these reviewed with the PRG?

- 1. PPG Feedback – reviewed at every meeting (quarterly)**
- 2. Annual Practice Survey results – reviewed annually**
- 3. Friends and Families Test results – reviewed at every meeting (quarterly) and emailed on a monthly basis**
- 4. NHS Choices comments – PPG members are encouraged to review feedback on a regular basis and raise any discussion points at PPG meetings (quarterly)**

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><b>Draft a patient charter to display in the waiting room. This will identify the practice's commitments to patients as well as expectations of patients.</b></p>
<p>What actions <u>were</u> taken to address the priority?</p> <ol style="list-style-type: none"><li><b>1. The practice drafted a patient charter (taking into account the latest information sharing guidance as ensuring consent and assuring patients of confidentiality when sharing the electronic patient record is very relevant with the introduction of SystemOne).</b></li><li><b>2. The practice and PPG reviewed the first draft of the patient charter, revising the document considerably to ensure the information was comprehensive and the tone appropriate and acceptable from a patient's perspective.</b></li><li><b>3. The practice redrafted the patient charter</b></li><li><b>4. The PPG reviewed the final version and approved the document</b></li><li><b>5. The practice printed and displayed the document on its waiting room notice boards</b></li></ol>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ol style="list-style-type: none"><li><b>1. The practice has received positive feedback from the patient population about the charter, as well as suggestions on how it could be amended (both to revise and add wording).</b></li><li><b>2. When the next batch of practice leaflets are printed, the practice will outline the work the PPG has completed alongside the practice in 2014/15, which includes advertising the patient charter.</b></li><li><b>3. The practice has included a summary of the work the PPG has completed alongside the practice in 2014/15 on its website</b></li><li><b>4. The practice has added the patient charter to the website</b></li></ol>

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### Priority area 2

Description of priority area:

**Purchase a camera to use during consultations for diagnoses and referrals. Ensure that practice policies are up-to-date and add to the practice's information governance policy, if necessary, to provide guidelines around the use of the practice camera.**

What actions were taken to address the priority?

- 1. The practice ensured its information governance policies were up-to-date, to include the recording of images in consultations.**
- 2. The practice outlined an implementation plan (technical guidance, and providing IG guidance to clinicians on camera use)**
- 3. The practice purchased a camera to use in consultations**

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

- 1. Improvements in the quality of primary care services to patients:**
  - a. Recording patients' health conditions more effectively, particularly conditions that would benefit from visual documentation**
  - b. Clinical education, as clinicians will benefit from using photographs as a visual aid at multi-disciplinary team meetings (peer education), and can use images taken prior to referral when reviewing referral outcomes (self-education)**
- 2. When the next batch of practice leaflets are printed, the practice will outline the work the PPG has completed with the practice in 2014/15, which includes advertising the camera purchase**
- 3. The practice has included a summary of the work the PPG has completed with the practice in 2014/15 on its website**

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### Priority area 3

Description of priority area:

**Develop a system for telephone consultations, so that patients can discuss their test results with a GP remotely.**

What actions were taken to address the priority?

- 1. The practice has started to use telephone consultations on a more routine basis, and are now considering the development of Skype consultations as a 'next step'**
- 2. The practice has drafted information governance guidance to support Skype consultations**
- 3. The practice has requested laptops from the CCG as the current IT equipment is not sufficient**
- 4. The practice has reviewed the interim report of the Skype Pilot that took place at another CCG practice, and will review the final report in March to inform the implementation plan (i.e. review 'lessons learned')**

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

- 1. The introduction of routine telephone consultations improves access by allowing patients to speak with a GP remotely, and by freeing up face-to-face appointments.**
- 2. When the next batch of practice leaflets are printed, the practice will outline the work the PPG has completed with the practice in 2014/15, which includes advertising the introduction of telephone consultations**
- 3. The practice has included a summary of the work the PPG has completed with the practice in 2014/15 on its website**

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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):

**As outlined in this report, the practice has made progress on the issues raised in 2013/14 by addressing the three priority areas identified by the PPG in March 2014, which include:**

- 1. Drafting a Patient Charter**
- 2. Purchasing a camera for use during consultations**
- 3. Developing a system for telephone consultations**

**Furthermore, the practice set out its plans in 2013/14 to take steps to recruit more PPG members in 2014/15 and ensure the PPG is representative of the patient population, which it has achieved.**

**In 2012/13, the PPG and practice decided to implement Skype consultations. The practice drafted a proposal, which raised concerns among the PPG about the resources required to implement the scheme and confidentiality. As a result, the practice and PPG determined that Skype consultations are a potential future development that should not be dismissed, but should not be the priority in 2012/13. We have now made progress against this issue raised in a previous year by reviewing the implications of Skype in more depth, seeking approval from the PPG, and planning implementation.**

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### 4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **17/02/15**

How has the practice engaged with the PPG:

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

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

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

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

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

- **The practice has made efforts to engage with seldom heard groups in the practice population by targeting PPG recruitment at PPG meetings, and by asking these patients to complete the annual practice survey during consultations**
- **The practice has discussed feedback with the PPG from the annual patient survey, Friends and Families Test, NHS Choices comments. The practice also encourages PPG members to provide their own suggestions for practice improvement at each meeting.**
- **The PPG and practice discussed and reached consensus on the action plan for 2014/15. In February 2015, the PPG identified the priority areas for 2015/16 which are: continue work to implement Skype consultations; improve information available on self-help and self-management of conditions (i.e. through the website) and refer patients to peer support groups, and hold practice open days to inform patients of the services provided.**
- **We find the PPG to hold very helpful insight into the needs and expectations of the patient population. This was most apparent when discussing the patient charter, which sets out the practice's expectations of patients and carers, and the service patients and carers should expect to receive from the practice. The PPG are very helpful in identifying, discussing and prioritising service improvements for patients and carers. We have completed a number of projects in the last three years where the service has improved as a result of PPG discussion. Highlights from previous years include improving local disabled parking facilities, developing health action plans for patients with long term conditions, developing information folders for patients aged over 85.**
- **No further comments**

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