

Standard Reporting

2014/15 Patient Participation Enhanced Service

[Name] Area Team

NHS GM Area Team

Practice Name:

Dr Kk Chan & partners

Practice Code:

P92042

Signed on behalf of practice:

Toni Cooper

Date: 27th march 2015

Signed on behalf of PPG:

Sue Kenyon chair person.

Date: 27th march 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) Face to Face, Email, Practice Manager attends Practice PPG and local practices TABA group, which local PPG chairperson attends and our chair is the chair of the Taba group.
Number of members of PPG: 5 face to face. 62 virtual members

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	2153	2352
PRG	1	4

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	824	441	507	542	696	565	531	399
PRG	0	1	1		1	1	1	

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups				Unknown
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed	
Practice		110	0	24	4	2	8	30	669
PRG	4	0	0	1	0				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2	0	4	22	2	2	1			
PRG										

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 Team and the PPG are trying to increase the membership of the group by GPs inviting patients personally to join the group, we have notices in the waiting room and the CCG provided us with an eight foot free standing notice advertising our group at the medical centre.

We have a box for improvements and suggestions

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, our practice is situated in Atherton just at the beginning of the town centre very close to the residential area and the practice populations consists mainly of patients that are working, elderly, retired and young families.

The problem that we seem to have recruiting members is that the majority of our patients are working and these patients do not wish to commit to attending the PPG, although have signed up to the virtual group.

2. Review of patient feedback

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

National Patient Survey

The PPG looked at the National Patient Survey and the practice are either matching or are above the national average in all areas and there were no areas of concern.

Friends and Family Questionnaire

The PPG discussed 1st batch of Family and Friends Questionnaire, which showed that the majority of patients are likely to recommend our practice to their friends and family. This is pleasing and the results are to be displayed in the waiting room and on the website each month. We have also set up the Friends and Family survey on the practice website, but patients are not completing this but hopefully this will improve most of our results are from patients filling in the form in reception.

NHS Choices

Patients do seem to use the NHS choices feedback facility..

How frequently were these reviewed with the PRG?

The national survey has been reviewed with the PPG group once this year and the Friends and family Questionnaire has been reviewed twice this year.

However our practice wanted to develop and improve its image to attract new patients and with CQC standards has set about a number of Improvements and the PPG group have helped in this area too. We have applied for an improvement grant to revamp the premises and make the disable facilities better as we need a new front door to improve our access, and due to the overcrowding with two practices being in one surgery which originally 26years ago was built to house 4000 patients and is now populated to over 9400 patients with the combined list of both practices, which is growing every month and puts more demands on services which we are unable to fulfil due to lack of space.

With this in mind we have put a bid forward for the infrastructure fund with a third party developer to try and get an extension of new build which would meet all our needs and the standards required by the CQC we are awaiting to see if we have been awarded the grant to build.

Action plan priority areas and implementation

Priority area 1		
Description of priority area:		
The PPG action plans for 2014/2015 were reviewed by the PPG and the actions identified have been completed.		
AGREED OBJECTIVE	ACTION TO BE TAKEN	DEADLINE
To put new flooring in all patient areas and decorate all downstairs and clinical area. Purchase new hydraulic treatment beds in room 7 & 5 & room 4	Tenders where put out for flooring and decoration and the most competitive quotes where given the job and both practices shared 50/50 of the total bills which were shared. The new beds where funded directly by each practice.	April 2015
Improve Information available to patients. Via TV media screen in the waiting room.	To install 1Media TV screen combined, this gives out current information, NHS Health Campaigns. Also gives out information regarding the practice.	April/May 2015
Patient calling system & information screen	Install patient calling system, which will integrate with our clinical system. When the GP calls the patient the media TV will display the patient name and which room, This will also be relayed as a voice message. This has been funded by the CCG	April/May 2015
Improve access to appointment by having a new	Make more appointments available online, to	April 2015

<p>clinical system (Emis wed)As present system vision unreliable and patients find it to complicated along with connective and keep losing the service.</p>	<p>reduce the need for patients to ring the surgery to book an appointment</p>	
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none"> • Purchased all of the above • Patients informed of the new system and appointments on line. 		
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"> • Notices in waiting room • Easier for patients to check and book appointments just waiting the installation by end of April 2015. • Patients will be able to view the TV, with details of services available at the practice, educational topics, etc.by the end of April 2015. 		

<p>Priority area 2</p>
<p>Media TVs installed in waiting rooms, giving out information to patients about the practice. Information on NHS campaigns, cancer, smoking, services, clinics, educational topics. Also works as a calling and visual system, so it calls the person's name to go into the GP and also their name is also shown on the screen. This will be installed by the end of May 2105.</p>

What actions were taken to address the priority?

CCG Purchased the above and installed. Staff trained to upload practice details and to keep up date.

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

On the website and notice board to patients.

Priority area 3

Description of priority area:

Improved access to appointments.

What actions were taken to address the priority?

The practice has switched on the facility for Patient Access within our clinical system, which allows patients to book appointments online, order their repeat medication online, view their summary records, allergies and also allows them to change their demographic details.

Previously repeat prescriptions were ordered online on our website, we have been actively asking patients to sign up for the Patient Access, once the patient have signed up, we can print them off a user name and password.

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

Patient Access is in the early stages and we are gradually seeing an increase in patients signing up to use the facility. Once patients sign up, they are able to book appointments online, which they can do when the surgery is closed, reducing the number of phone calls to the surgery and also easier and quicker for patients and carers.

ACTIONS FOR 20015-2016

1. Promote the use of PATIENT ACESS online medication ordering
2. Roll out patient access to medical records in line with the recommendations of the group, access to Allergies, Repeat Medication, changing patient demographics, booking online appointments.
3. Publicise the NHS Choices website and request feedback for the surgery
4. Monitor the Friends and Family Questionnaire and feed back to the practice
5. Improvements to the building on going to make practice CQC compliant.

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):

See previous Action Plans.

We didn't participate 2013/14 but our previous tear is on the website.

3. PPG Sign Off

Report signed off by PPG: YES
Date of sign off: 27th March 2015