

Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
 2018-19 Patient Participation – Reporting Template

Practice Name: Merton Medical Practice

Practice Code: H85634

Date: 30/03/2019

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

Does the Practice have a PPG? YES / NO Yes											
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to face											
Number of members of PPG: 15											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	49.9%	50.1%	%	<16	16-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	40%	60%	Practice	17 %	7%	28%	25%	12%	6%	3%	2%
			PRG	0	0	0	13.3%	6.6%	26.6%	26.6%	26.6%

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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	27.3%	1.7%		29.8%	1.9%	0.8%	1.1%	2%
PRG	53.3%	6.6%		26.6%				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	3.2%	1.9%	0.7%	1.3%	2.6%	2.7%	1.8%	0.2%		21%
PRG							6.6%			

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:

Direct invitation at reception targeted to patients from different backgrounds and age to ensure varied representation. There are also posters and leaflets in the reception area informing patients about the PPG. The Practice's website also has information in regards to the PPG. Patients are also invited to attend to the PPG meetings at the time of complaints. PPG group issues a Practice's newsletter on quarterly basis. The newsletter is made available to all patients in the waiting area, where patients can find further information about the PPG itself and about the Practice

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/NO
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:

FFTs questionnaires Text replies to FFT, complaints, comments on the NHS Choice website, feedback on Google, Emails, FFT submitted on website

How frequently were these reviewed with the PRG?
At every meeting with the PPG

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Redecoration of Practice

What actions were taken to address the priority?

The Practice manager and GP partners agreed to have the walls in the surgery re-decorated, this was completed in autumn 2018.

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

This has made the practice feel fresher and brighter hopefully leading to a better patient experience.

Priority area 2

Description of priority area:

Buying a water dispenser

What actions were taken to address the priority?

The practice bought a water dispenser at the end of summer 2019 and this has been placed at reception. Signs are up signposting patients of where this is and to ask reception for a cup if they need water

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

This is well used and has helped to improve patient experience.

Priority area 3

Description of priority area:

Easier access to appointments and increased access to clinicians

What actions were taken to address the priority?

All GP appointments are now available through online access and as of February 2019 there has been an increased percentage of appointments available 3-4 days in advance, meaning that if patients need to see a GP and cannot get one on the day they call there is a higher likely-hood of them seeing a GP within 3-4 days. Reception staff have also been trained on how to offer and book HUB appointments for general nursing, GP appointments and Smear appointments which offers extended access for patients – usually on weekends and evenings after 5pm

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

Posters are up in the waiting area advertising the hub appointments, this is also on the website, our telephone welcome message mentions the appointments available in advance. The reception team also offer these options when a patient is requesting to book so to offer them the greatest choice and flexibility.

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):

How has the practice engaged with the PPG: patients are contacted on a quarterly basis by letter and by text to be invited to the next meeting

How has the practice made efforts to engage with seldom heard groups in the practice population? By direct targeted invitation and posters in the waiting room

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

Main sources of feedback used: FFTs, NHS choices website, complaints

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?

Practice services have improved and patients seem more satisfied with the text message service and also having an allocated GP.

Do you have any other comments about the PPG or practice in relation to this area of work? no