

Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
 2016/17 Patient Participation – Reporting Template

Practice Name: Merton Medical Practice

Practice Code: H85634

Date: 30/01/2017

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: 16											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	48.2%	51.8%	%	<16	16-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	37.5%	62.5%	Practice	30.6%	7.5%	30.6%	42.6%	12.3%	5%	2.7%	5%
			PRG				12.5%	18.7%	18.7%	18.7%	25%

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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	56%	6.25%		25%				

	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					6.25%		6.25%			

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, complaints, comments on the NHS Choice 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:

Text Message Service

What actions were taken to address the priority?

The practice received feedback from patients where they mentioned that they would like to be reminded of their appointments by text. These text messages would include the date and time of appointment.

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

Patients are always reminded of their appointment and are less likely to miss or be late for an appointment. Patients are very happy about the text message facility provided by the Practice.

Priority area 2

Description of priority area:

Making Sure Patients see the same GP

What actions were taken to address the priority?

The patients were allocated GP's; they were all informed of that by being given a card with the named GP. Receptionist were also advised to make sure that when booking an appointment it was with either their named GP or the GP they saw regarding the problem.

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

The patients are happier at the fact that they are getting consistency when it comes to their medical problems. The patients are not getting confused, when it comes to who they have seen.

Priority area 3

Description of priority area:

TV Screen in waiting room

What actions were taken to address the priority?

Application for funding was submitted for a TV screen.

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

Funding has not been approved as yet, as it seems south west CCGs ended up not bidding for the TV screens due to management changes

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

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