

Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: **Cross Deep Surgery**

Practice Code: **H84039**

Signed on behalf of practice: *S. R Choudhury* Date: **02/02/15**

Signed on behalf of PPG: *Paul Peden Smith* - PAUL PEDEN SMITH (CHAIR), Date: **2/02/15**

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																																					
Number of members of PPG: 17																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>50%</td> <td>50%</td> </tr> <tr> <td>PPG</td> <td>30%</td> <td>70%</td> </tr> </tbody> </table>	%	Male	Female	Practice	50%	50%	PPG	30%	70%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;"><16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>20%</td> <td>6%</td> <td>14%</td> <td>18%</td> <td>17%</td> <td>11%</td> <td>8%</td> <td>6%</td> </tr> <tr> <td>PPG</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>17.5%</td> <td>17.5%</td> <td>17.5%</td> <td>30%</td> <td>17.5%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	20%	6%	14%	18%	17%	11%	8%	6%	PPG	0%	0%	0%	17.5%	17.5%	17.5%	30%	17.5%
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Detail the ethnic background of your practice population and PPG:

% below are based on patients who have an Ethnicity recording on their record.

Overall we have found that 21% of our total population do not have this data recorded.

%	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White & Asian	Other mixed
Practice	71%	2.5%	0%	14%	0.2%	0.7%	0.1%	0.2%
PPG	76%	18%	0%	0%	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	2%	0.4%	0%	3%	2.2%	0.5%	0.1%	0.1%	0%	3%
PPG	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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 continuously attempted to recruit new members to the PPG to ensure it is representative. This is discussed at each meeting. However, the practice patient list is predominantly white professional British and despite attempts to broaden this representative base, patients' work commitments and limited minority groups (apart from the frail and elderly) have mitigated, so far, against a broader reach within the PPG. Click on the icon below to view the demographic chart drawn from Richmond's Joint Strategic Needs assessment underlines the practice's geographic relationship to deprived areas of the Borough (NB the Thames forms effectively and eastern barrier to reaching into Ham.



Cross Deep
Deprivation map of ric

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 and No.

- There is large student population at St. Mary's College.
- The number of over 75's living alone in Richmond is 75% of London at 35%

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

- **Student Population.** Most of these particularly St Mary's University are registered at another local practice.
- **Frail and Elderly.** Please see below for action review on the Frail and Elderly. It may be noted from the table in Q 1, that the PPG has a disproportionately high % of over 65's of the practice itself – 47.5% V 14%. This indicates a certain recognition of the level of Frail and Elderly population - see below

2. Review of patient feedback

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

The PPG discussed various methods of feedback throughout the year including:

- Suggestions
- Complaints
- NHS Choices Feedback
- GP Patient Survey
- Friends and family test

In addition to this the PPG also review direct feedback about the practice and its services from patients and peer practices.

How frequently were these reviewed with the PPG?

PPG will have met and reviewed this data on at least 5 occasions during 2014-15.
Meetings are generally scheduled quarterly.

Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 344 819 379">Description of priority area: Communication</p> <p data-bbox="203 419 2045 528">The PPG feel that patients do not have enough information and often this can be seen as confusing information, particularly on what services to access when the practice is closed. E.g. Local Walk in centres (2); Urgent Care Centre; NHS111: GP out of hours services or the A&E Departments located at West Middlesex and Kingston Hospitals.</p>
<p data-bbox="203 641 889 676">What actions were taken to address the priority?</p> <p data-bbox="203 716 2000 860">The practice has reviewed this information and has designed the below leaflet for circulation. This aims to educate patients as what the best routes are to access healthcare when the practice is closed. This links with both national and local priorities to keep patients away from A&E and access healthcare from other, more appropriate sources/providers.</p> <p data-bbox="203 900 799 935">To view the leaflet click on the icon below.</p> <p data-bbox="277 943 338 999"></p> <p data-bbox="203 1007 412 1058">C:\Documents and Settings\Shezad Choi</p> <p data-bbox="203 1070 1895 1141">The practice is also including directions to local Out of Hours services on the quarterly newsletter and attaching these to prescriptions.</p>
<p data-bbox="203 1219 1314 1254">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1294 2040 1364">This will be available for the patients' reception area and will opportunistically be given out in consultations. It will also be available on the practice website and a featured in the December practice bulletin (Winter).</p>

Priority area 2

Description of priority area: Carers – action for known existing patients who are Carers and the identification of new carers, including the frail and elderly.

We held a PPG Workshop focussing on Carer's information and the clearer identification of Carers within practice. Although the practice does proactively record carer's information the PPG proposed that this should be more targeted towards patients who may not deem themselves to be Carers. For Example: a Husband caring for a sick wife or a child caring for sick parent. The practice current carers register is only 41.

The PPG has directed that the practice should be more proactive in providing information to Carers and develop a strong link with local Care organisations including the Richmond Carers' Centre. These would be able to provide more support and help for patients and help to mitigate the increasing volume of unsupported patients entering the Acute pathway.

What actions were taken to address the priority?

Although the practice has got a Carers page on its website, this has now been updated with the most up to date information and a link from the home page has been added to make it easier and clearer to access.

<http://www.crossdeepsurgery.co.uk/Carers.php>

Richmond Carers Centre have been contacted to ask how they can assist the practice in raising awareness of carers at the practice. They recommended that they would be able to provide the practice with lots of useful information which can be displayed for patients.

A new Carer's identification leaflet and form provided by Richmond Carers Centre is now displayed in the reception/waiting area with the objective of generating interest and allow the practice to identify new or existing Carers. To view the leaflet click on the icon below:



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Carers will also be a topic for a monthly health promotion display as detailed in action point 3.

Practice GPs will also routinely seek to identify prospective and existing Carers currently not known to the Practice and offer support.

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

As a result of these actions the practice intends to enhance the profile of its Carer population and encourage unidentified Carers to come forward and be recognised. We believe that this will encourage Carers to seek support from both their GP and other sources.

These changes were publicised in the December practice bulletin (Winter).

We also intend to provide a Carer's board which Richmond Carers Centre will update regularly with information. The practice will display the above attached.

The PPG also intend to invite a Carer to join its Group. The December practice bulletin will include a Carers feature inviting Carers to join the PPG – even if it were on a virtual rather than actual basis since it is recognised that it may be difficult to attend meetings by the very nature of their role as a Carer.

Priority area 3

Description of priority area: Improved Patient education and Health Promotion

The PPG have agreed that although its practice population appears to be well informed as to when is an appropriate time to see their GP, information on overall health could be better improved. This would allow for enhanced early intervention at primary care levels rather than delayed and less effective, but more expensive, interventions at secondary and tertiary levels of Health provision.

What actions were taken to address the priority?

The PPG decided that the practice should focus on a different but relevant health promotion each month. A schedule has been developed running alongside other national campaigns throughout the year and relevant to the Priority Areas described above. This will be featured each month on the main practice notice board in the entrance lobby. All professionals in the practice are to participate in the program.

Click on the icon below to view the health promotion schedule for 2015.



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

This will continue to raise awareness of specific health campaigns relevant to the Practice and will enhance patients' knowledge and awareness of relevant conditions.

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):

2013-2014

Newsletter

The PPG as part of the action plan in 2013-14 implemented a Newsletter. This was later renamed the Practice Bulletin. This was originally released half yearly however as a result of feedback this was increased to quarterly. The bulletin received positive feedback from patients and continues to be an effective method of communicating information to patients as it is emailed to all patients who we hold an email address for (nearly 4000 – 40% of practice population). The practice proactively updates patient records with email addresses so that the newsletter reaches a larger number of patients each time it is released. The practice is attaching newsletters to patient prescriptions.

Awareness of Online Access

This was a feature on the practice bulletin. As a result of raising awareness the practice now has nearly 1600 users registered for online services to enable patients to book appointments and request repeat prescriptions online. Access to medical records will also soon be introduced to our online services facility.

Enhancements of Reception Refurbishments

New practice signage in the newly refurbished reception area enhanced the patient experience together with a more patient friendly reception layout which increased patients confidentiality.

3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 2 February 2015



(PAUL PEGDEN SMITH)
PPG Chair

How has the practice engaged with the PPG:

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

Please refer to section one for detail. The practice has reached out to seldom heard groups for example we have advertised to carers that we would like for them to join however appreciate that it would be difficult to attend meetings however we they can participate virtually.

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

Yes – See Section 1 for detail.

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

Yes – A workshop with the PPG and practice staff was held on the specific subject in addition to 2 of our regular meetings.

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

Yes – See Progress on previous years above.

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

Yes, we believe that the PPG should have an input to the longer term Strategy and Business Plan of the practice. Whilst progress is being made in the shorter term 'Action Plans', they should be consistent with a longer term strategy of the Practice – and thus make it more 'future proofed' in the rapidly changing nature of the Health and Social Welfare provision in SW London.